

WEST☐

L4: Entry 1 of 4

File: USPT

Oct 30, 2001

US-PAT-NO: 6311162

DOCUMENT-IDENTIFIER: US 6311162 B1

TITLE: Interactive symptomatic recording system and methods

DATE-ISSUED: October 30, 2001

INT-CL: [07] G06 F 17/60

US-CL-ISSUED: 705/1

US-CL-CURRENT: 705/1

FIELD-OF-SEARCH: 705/1, 705/8, 705/9, 701/29, 701/30, 701/31, 701/32, 701/35

File 351:DERWENT WPI 1999/UD=, UM=, & UP=199945
 (c) 1999 Derwent Info Ltd
 File 344:Chinese Patents ABS Apr 1985-1999/Nov
 (c) 1999 European Patent Office
 File 347:JAPIO Oct 1976-1999/Jul.(UPDATED 991027)
 (c) 1999 JPO & JAPIO

Set	Items	Description
S1	2438	(INTERACTIVE? OR QUERY? OR QUESTION? OR INTERACT? OR INQUIRY? OR INTERVIEW? OR INPUT?) (N4) (CUSTOMER? OR CONSUMER? OR SHOPPER? OR CLIENT? OR PATRON?)
S2	91447	(EQUIPMENT? OR CAR? ? OR VEHICLE? OR VAN OR TRUCK? OR AUTO-MOBILE?) (N4) (DATA OR INFORMATION? OR PROBLEM?)
S3	109495	WORK()ORDER? OR WORK(N3)COMPLET? OR SERVICE?(N5)REQUEST? OR SERVICE?(N3)ORDER? OR WORK(N2)AUTHORIZATION? OR MAINTENANCE?
S4	351597	MECHANIC? OR SERVICE?(N)ADVISOR? OR MAINTENANCE()PERSON?
S5	12	S1 AND S4
S6	3955	S3 AND S4
S7	1	S5 AND S6
S8	1	S6 (S)S7
S9	1	S8(S)S1

7/7/1 (Item 1 from file: 347)
DIALOG(R)File 347:JAPIO
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06202559 **Image available**
VARYING METHOD FOR PAPER MONEY APERTURE/COIN APERTURE SHUTTER
OPENING/CLOSING SPEED OF AUTOMATIC EQUIPMENT

PUB. NO.: 11-144116 [JP 11144116 A]
PUBLISHED: May 28, 1999 (19990528)
INVENTOR(s): MIYAMOTO TOSHIHIKO
APPLICANT(s): OKI ELECTRIC IND CO LTD
APPL. NO.: 09-307463 [JP 97307463]
FILED: November 10, 1997 (19971110)

ABSTRACT

PROBLEM TO BE SOLVED: To reduce the work of a **maintenance person** such as a shutter opening/closing speed and a countermeasure against complaints about the shutter opening/closing speed by a clerk by making it possible to set the paper money aperture/coin aperture shutter opening/closing speed through a customer operation part and making equipment constitution in which the shutter opening/closing speed is changed after the speed is set.

SOLUTION: This equipment is made to constitution in which a paper money receiving and dispensing device (CCAD) 4 and a coin receiving and dispensing device 5 can be changed with contents **inputted** through a **customer** operation part 7 of an ATM 1. At the time of executing transaction through the ATM 1, the shutter opening/ closing speed of a paper money aperture is varied, for example, when the moneys to be received are inserted. Namely, the customer operation part 7 is provided with, for example, a 'delay' key as a key for delaying the shutter opening/closing speed on a paper money insertion operation screen and by pressing this key, an instruction delaying the shutter opening/closing speed of the paper money aperture is sent to the CCAD 4. With this instruction, the CCAD 4 closes the shutter at a speed slower than usual when the shutter is closed after the paper moneys are inserted.

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are inserted. Namely, the customer operation part 7 is provided with, for example, a 'delay' key as a key for delaying the shutter opening/closing speed on a paper money insertion operation screen and by pressing this key, an instruction delaying the shutter opening/closing speed of the paper money aperture is sent to the CCAD 4. With this instruction, the CCAD 4 closes the shutter at a speed slower than usual when the shutter is closed after the paper moneys are inserted.

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5/7/1 (Item 1 from file: 351)
DIALOG(R)File 351:DERWENT WPI
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012326408 **Image available**
WPI Acc No: 99-132515/199911

Interaction tracking method for compiling demographic data - involves collecting data from merchant transactions into database along with other available information and using this data to provide demographic based reports to merchants

Patent Assignee: O'CONNOR P M (OCON-I)

Inventor: O'CONNOR P M

Number of Countries: 082 Number of Patents: 002

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Main IPC	Week
WO 9904350	A1	19990128	WO 98NZ103	A	19980716	G06F-017/30	199911 B
AU 9882487	A	19990210	AU 9882487	A	19980716	G06F-017/30	199925

Priority Applications (No Type Date): NZ 328355 A 19970716

Patent Details:

Patent Kind Lan Pg Filing Notes Application Patent
WO 9904350 A1 E 32
Designated States (National): AL AM AT AU AZ BA BB BG BR BY CA CH CN CU
CZ DE DK EE ES FI GB GE GH GM HR HU ID IL IS JP KE KG KP KR KZ LC LK LR
LS LT LU LV MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM
TR TT UA UG US UZ VN YU ZW
Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR
IE IT KE LS LU MC MW NL OA PT SD SE SZ UG ZW
AU 9882487 A Based on WO 9904350

Abstract (Basic): WO 9904350 A

NOVELTY - The computer system is used to generate a database regarding the customers of a merchant (16). The database has a collection of data from **interactions** (6) with **customers** and a database of demographic data (8). When a **customer** (12) **interacts** with a merchant, data is collected (18) and forwarded to the interaction database. The data may be account data, family data or geographic data depending on the nature of the transaction. Other sources, e.g. banks or ISP's may provide further data to the system.
DETAILED DESCRIPTION - INDEPENDENT CLAIMS - IMAGING AND COMMUNICATIONS - COMPUTING AND CONTROL - ELECTRONICS - INDUSTRIAL STANDARDS - INSTRUMENTATION AND TESTING - METALLURGY - **MECHANICAL** ENGINEERING - ELECTRICAL POWER AND ENERGY - TEXTILES AND PAPER - POLYMERS - PHARMACEUTICALS - ORGANIC CHEMISTRY - INORGANIC CHEMISTRY - FOOD - ENVIRONMENT - CHEMICAL ENGINEERING - CERAMIC AND GLASS - BIOTECHNOLOGY - BIOLOGY - AGRICULTURE -

USE - Generation of data for marketing purposes.

ADVANTAGE - Provides specific demographic data rather than just guesses
DESCRIPTION OF DRAWING(S) - DESCRIPTION OF DRAWING(S) - System schematic (12) customer; (16) Merchant; (4) marketing database.

Dwg.1/12

Derwent Class: T01

International Patent Class (Main): G06F-017/30

5/7/2 (Item 2 from file: 351)
DIALOG(R) File 351:DERWENT WPI
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011658781 **Image available**
WPI Acc No: 98-075689/199807

Procedure for transmitting mechanical energy by compressed hydraulic fluid pulses - compressing and expanding fluid in sequence in pipe with volume at least @ times greater than that of fluid

Patent Assignee: STARODETKO E A (STAR-I)

Inventor: STARODETKO E A; STARODETKO G E; STARODETKO K E

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Main IPC	Week
RU 2081360	C1	19970610	RU 9438285	A	19941005	F16H-039/02	199807 B

Priority Applications (No Type Date): RU 9438285 A 19941005

Patent Details:

Patent Kind Lan Pg Filing Notes Application Patent
RU 2081360 C1 9

Abstract (Basic): RU 2081360 C

A **mechanical** energy transmission procedure between source and consumer consists of compressing a hydraulic fluid with the **mechanical** energy and transmitting the energy along a pipe in pulses of compressed fluid, expanding it at the end of the circuit to **interact** with the **consumer** mechanism. The compression and expansion of the fluid are carried out in sequence, and the expansion is carried out in a pipe with a volume at least 10 times greater than that of the compressed or expanded fluid. In addition, the pulsed fluid can be transmitted along a number of parallel circuits at offset times, regulating the transmitted energy with a programmed control system. The

procedure is carried out in a system in which the **mechanical** energy source (1) is linked kinematically to the piston (4) of a compression cylinder (3), while the energy consumer (8) is connected to the expansion cylinder piston (5). Each of the cylinders is equipped with a two-position valve (9, 10) to connect it to the pipe which has a volume at least ten times greater than the volume of each of the cylinders. The system also has an auxiliary cylinder (13) with a spring-loaded piston (14), connected to the pipe through a control valve (12).

ADVANTAGE - Higher economy, ecologically clean and with minimal hydraulic losses.

Dwg.1/1

Derwent Class: Q57; Q64

International Patent Class (Main): F16H-039/02

International Patent Class (Additional): F15B-015/18

5/7/3 (Item 3 from file: 351)

DIALOG(R)File 351:DERWENT WPI

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010990979 **Image available**

WPI Acc No: 96-487928/199649

Modularised utility meter for consumers - has basic and add on modules, each with CPU, settable counter and comparator, actively operative and able to generate warning output signal

Patent Assignee: SIEMENS MEASUREMENTS LTD (SIEI)

Inventor: WARWICK R

Number of Countries: 007 Number of Patents: 004

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Main IPC	Week
GB 2300722	A	19961113	GB 959282	A	19950506	G01R-011/24	199649 B
EP 742442	A2	19961113	EP 96302809	A	19960422	G01R-021/133	199650
ZA 9603319	A	19970129	ZA 963319	A	19960425	G01R-000/00	199710
EP 742442	A3	19970129	EP 96302809	A	19960422	G01R-011/24	199713

Priority Applications (No Type Date): GB 959282 A 19950506

Cited Patents: No-SR.Pub; EP 163440; EP 598521; GB 2267156; GB 2280290; US 4301444

Patent Details:

Patent	Kind	Lan	Pg	Filing Notes	Application	Patent
GB 2300722	A		17			
EP 742442	A2 E		8			

Designated States (Regional): DE ES FR IT SE

ZA 9603319 A 17

Abstract (Basic): GB 2300722 A

The utility meter includes a basic meter module (1) and an add on module (2). Electrical power is supplied to the modules by **input** lines (3). The **consumer** is fed with power by lines (4) via meter (5). The digital display (5a) indicates the electricity used by the consumer. The modules communicate optically by port (10). **Mechanical** strength is provided by the housings and a tamper proof seal.

Each module has two counters. The modules may count the number of connections made between them or the time for which electricity is supplied. The comparators compare the count state of the counters and provide an output signal depending on the comparison if significant difference exists between modules.

ADVANTAGE - Resists interference by unauthorised persons for purposes of fraud by producing output warning signal indicating when meter has been tampered with. Dwg.

6

Derwent Class: S01; X12

International Patent Class (Main): G01R-000/00; G01R-011/24; G01R-021/133

International Patent Class (Additional): G01D-000/00; G01R-021/00

5/7/4 (Item 4 from file: 351)

010135491 **Image available**

WPI Acc No: 95-036742/199505

**Flight simulator attached to support frame through articulating member -
providing limited angular rotation about axis and unlimited rotation
about second axis for simulation of aircraft motion**

Patent Assignee: BROWN R L (BROW-I); FEUER E (FEUE-I)

Inventor: BROWN R L; FEUER E

Number of Countries: 047 Number of Patents: 003

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Main IPC	Week
WO 9429828	A1	19941222	WO 94US6464	A	19940609	G09B-009/14	199505 B
AU 9471714	A	19950103	AU 9471714	A	19940609	G09B-009/14	199521
US 5453011	A	19950926	US 9375695	A	19930610	G09B-009/12	199544

Priority Applications (No Type Date): US 9375695 A 19930610

Cited Patents: US 3281962; US 3496650; US 3584429; US 4019261; US 4751662

Patent Details:

Patent	Kind	Lan	Pg	Filing	Notes	Application	Patent
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WO 9429828	A1	E	15				
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Designated States (National): AT AU BB BG BR BY CA CH CN CZ DE DK ES FI
GB HU JP KP KR KZ LK LU LV MG MN MW NL NO NZ PL PT RO RU SD SE SK UA UZ
VN

Designated States (Regional): AT BE CH DE DK ES FR GB GR IE IT LU MC NL
OA PT SE

AU 9471714	A		Based on		
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WO 9429828

US 5453011	A		7		
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Abstract (Basic): WO 9429828 A

The motion simulator comprises an occupant capsule incorporating seating for a user and a control input operated by the user, and a support frame (24). An articulating mechanism (26) interconnects the support frame and the occupant cradle, and is rotatable through 360 degrees in the roll axis.

The articulating mechanism is rotated about the roll axis in response to the control input from the user. A controller between the rotation mechanism and the control input receives the input from the capsule and applies definite rules of motion based on the capsule position and the control input, and provides a proportional output for the control of the rotating mechanism.

USE/ADVANTAGE - Provides low-cost **mechanically** -robust system for motion control of operator station in simulator applicable to either training or amusement roll.

Dwg.1/3

Abstract (Equivalent): US 5453011 A

A motion simulator comprising:
an occupant capsule incorporating seating for a **patron** and a control **input** operable by the **patron** ;
a support frame;
a cantilevered articulating means interconnecting the support frame and the occupant capsule, the articulating means rotatable through at least 360deg. about a roll axis;
a first means for rotating the articulating means about the roll axis responsive to the control input by the occupant;
said articulating means further rotatable about a pitch axis and further comprising second means for rotating said articulating member in said pitch axis; and
a controller intermediate the first and second rotating means and control input receiving the control input from the occupant capsule and applying defined rules of motion based on capsule position and control input and providing an output for control of the first and second rotating means proportional thereto.

Dwg.1/3

Derwent Class: P85; W06

International Patent Class (Main): G09B-009/12; G09B-009/14

5/7/5 (Item 5 from file: 351)
DIALOG(R) File 351:DERWENT WPI
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009890430 **Image available**

WPI Acc No: 94-170346/199421

Financial document and cheque processing and printing system - has electronic lock for incrementing counter each time system is accessed, and sending interrupt signal to database and networking controller, which checks counter reading when system is next powered up

Patent Assignee: TRI-PLUS TECHNOLOGY CORP (TRIP-N)

Inventor: LU J

Number of Countries: 002 Number of Patents: 003

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Main IPC	Week
GB 2273375	A	19940615	GB 9225616	A	19921208	G06F-015/21	199421 B
CN 1093186	A	19941005	CN 93103562	A	19930329	G06F-015/20	199717 N
GB 2273375	B	19970521	GB 9225616	A	19921208	G06F-017/60	199723

Priority Applications (No Type Date): GB 9225616 A 19921208; CN 93103562 A 19930329

Patent Details:

Patent	Kind	Lan	Pg	Filing Notes	Application	Patent
GB 2273375	A		38			

Abstract (Basic): GB 2273375 A

The system serves as a workstation with financial security and networking capabilities under software control. The system supports financial document typesetting, printing, data processing and data management, and comprises a control module, an operation module and a database. The control module comprises a high speed laser printer (10), a database/networking controller (11), a synchronous power supply (12), an electronic lock (13), a system real-time recorder (14), an authorisation card (15), an account identification card (16), and a removable high capacity storage device (17).

The operation module comprises a display (20), an operation processor (21), a financial keyboard (22), an optical scanner (23), and a magnetic ink character reader/magnetic reader (24). The control software is based on a finite state machine. The system may be extended by using several control modules and operation modules.

ADVANTAGE - Automatically prints and processes documents. Supports various system task applications, English/Chinese characters, complete printing capability, management of cheque, bill, bond etc., networking, off-line, uninterrupted power supply, keeping of blank cheques, automatic MICR recording function, high reliability and high security.

Dwg.2/11

Abstract (Equivalent): GB 2273375 B

A system for printing and processing financial documents, comprising: a control module, an operation module, and a database, wherein the control module includes: a database/networking controller which includes means for managing the database and means for managing networking operations between the control module and the operation module; an electronic lock which includes a **mechanical** lock, means for automatically increasing a count of an electronic counter connected to a built-in battery every time the system is accessed, and at the same time sending an interrupt signal from the electronic lock to the database/networking controller each time the electronic lock is triggered, means for storing the interrupt signal in the database to thereby record a total number of accesses to the database and means for displaying the count and the number recorded in the database and sounding an alarm if the count and number do not match; a synchronous power supply controller which includes an uninterruptable power supply, means including a control switch for turning the system on and off, and means including a synchronous power switch for automatically connecting the system to the uninterruptable power supply when a normal power supply is off, and for automatically disconnecting the system from the uninterruptable power supply when the normal power supply comes on again; an image output device for printing customised financial

documents in response to commands received from the control module via the database/networking controller; identification means including an integrated circuit card reader for **inputting customer** identification data, and means for comparing the customer identification data with identification data stored in the database; a real-time recorder including means for recording identification codes, instruction commands and an operation status of the system each time the system is accessed; and authorisation means for storing a customer's authorisation information in the form of digital image information which can be recalled; and wherein the operation module includes: means including a display for displaying processing steps, prompts and results of a financial operation; means including an optical scanner for scanning image data and writing the scanned image data into the database; means including a keyboard for inputting data; means including a magnetic ink character reader for reading magnetic ink characters during a data input operation; and a second processor for receiving data from the optical scanner, the keyboard and the magnetic ink character reader, and for processing the data under control of the control module.

Dwg.1

Derwent Class: T01; T04; T05

International Patent Class (Main): G06F-015/20; G06F-015/21; G06F-017/60

International Patent Class (Additional): G06K-015/00; G07F-019/00

5/7/6 (Item 6 from file: 351)

DIALOG(R) File 351:DERWENT WPI

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009580851 **Image available**

WPI Acc No: 93-274397/199335

Check-out device allowing customer participation - reads article code and weight on input to conveyor, with weighing device for comparison and input inhibition during article transit

Patent Assignee: TOKYO ELECTRIC CO LTD (TODK)

Inventor: AKITA H; IKEDA T

Number of Countries: 009 Number of Patents: 007

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Main IPC	Week
EP 557921	A2	19930901	EP 93102738	A	19930222	G07G-001/00	199335 B
CA 2089997	A	19930825	CA 2089997	A	19930219	G06F-015/21	199346
US 5375680	A	19941227	US 9319859	A	19930219	A47F-009/04	199506
EP 557921	A3	19941026				G07G-001/00	199534
EP 557921	B1	19970502	EP 93102738	A	19930222	G07G-001/00	199722
DE 69310243	E	19970605	DE 610243	A	19930222	G07G-001/00	199728
			EP 93102738	A	19930222		
KR 9704528	B1	19970328	KR 932615	A	19930224	G06F-015/21	199938

Priority Applications (No Type Date): JP 9261987 A 19920318; JP 9236064 A 19920224

Cited Patents: -SR.Pub; BE 899018; EP 484300; EP 491348; GB 2161631; US 3681570; US 3681571; US 5046570

Patent Details:

Patent	Kind	Lan	Pg	Filing	Notes	Application	Patent
EP 557921	A2	E	14				
Designated States (Regional): BE DE FR GB IT NL							
US 5375680	A		12				
EP 557921	B1	E	14				
Designated States (Regional): BE DE FR GB IT NL							
DE 69310243	E			Based on		EP 557921	

Abstract (Basic): EP 557921 A

The device has an input section (10) with a reader for reading the barcode from an article, together with a reference weight value. A conveyor (22) then moves the article to a delivery section (41, 42), at the same time weighing it.

An electronic cash register (31A) holds reference weights assigned to various types of article and compares the reference weight value

with the measured weight. When the comparison provides a match, registration and settlement is performed. While an article is moving on the conveyor, the input section is inhibited and the customer is notified that input is not acceptable.

ADVANTAGE - Customer participation improves check-out throughput. Device incorporates weighing facility to allow more kinds of articles to be scanned by the customer.

Dwg.1/7

Abstract (Equivalent): EP 557921 B

A check-out device comprising: reading means (10) for reading an article code recorded on an article; conveyor means (21) for conveying the article put thereon after the article code is read by said reading means (10); weighing means (22) for measuring the weight of the article put on said conveyor means (21); and electronic cash register means (31A) for storing reference weights assigned to various articles along with article codes assigned to the various articles, for comparing the weight measured by said weighing means (22) with a reference weight of an article corresponding to the read article code, and for performing registration and settlement of the article corresponding to the read article code when it is detected from a result of comparison that the article corresponding to the read article code is identical to one put on said conveyor means (21); characterized by further comprising inhibiting means (14, 23, (11) for inhibiting a next article code from being read at least during a period of time from when the article code has been read until the article put on said conveyor means (21) is removed from said conveyor means (21).

Dwg.1/7b

Abstract (Equivalent): US 5375680 A

The check-out control comprises a reader for reading an article code recorded on an article, a conveyor for conveying the article put after the article code is read by the reader and a weighing sensor for measuring the weight of the article put on the conveyor.

An electronic cash register stores reference weights assigned to various articles along with article codes assigned to the various articles, for comparing the weight measured by the weighing sensor with a reference weight of an article corresponding to the read article code, and for performing registration and settlement of the article corresponding to the read article code when it is detected from a result of comparison that the article corresponding to the read article code is identical to one put on the conveyor.

USE/ADVANTAGE - Check-out device that performs registration of articles to be purchased according to article codes recorded in a mechanically readable form on the articles.

Dwg.1/7B

Derwent Class: P27; T01; T05

International Patent Class (Main): A47F-009/04; G06F-015/21; G07G-001/00

International Patent Class (Additional): G06F-015/22

5/7/7 (Item 7 from file: 351)

DIALOG(R) File 351:DERWENT WPI

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008433413 **Image available**

WPI Acc No: 90-320413/199042

Automated interacting vending system for processed film products - has computer system with interactive screen and mechanised stowage for return of processed packages and payment collection

Patent Assignee: DELPHI PARTNERS LTD (DELP-N); DELPHI TECHNOLOGY INC (DELP-N)

Inventor: BOSTIC S; PRATT J S

Number of Countries: 022 Number of Patents: 005

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Main IPC	Week
WO 9011582	A	19901004					199042 B
AU 9055217	A	19901022					199104
EP 465599	A	19920115	EP 90906666	A	19900328		199203
US 5113351	A	19920512	US 89330112	A	19890329	G06F-015/20	199222

JP 4506273 W 19921022 EP 90506426 A 19900328 G07F-02 199250
WO 90US1749 A 19900328

Priority Applications (No Type Date): US 89330112 A 19890329
Cited Patents: EP 68642; FR 2608298; FR 2619236; GB 2063541; US 3379295; WO 8908901

Patent Details:

Patent Kind Lan Pg Filing Notes Application Patent

WO 9011582 A

Designated States (National): AU BB CA FI JP MC NO

Designated States (Regional): AT BE CH DE DK ES FR GB IT LU NL SE

EP 465599 A

Designated States (Regional): AT BE CH DE ES FR GB GR IT LI LU NL SE

US 5113351 A 14

JP 4506273 W 13 Based on

WO 9011582

Abstract (Basic): WO 9011582 A

In an automated, interactive system for receiving, storing, processing, retrieving and dispensing film, still video camera diskettes, or other products requiring processing, instructions on a screen prompt a patron to enter information. The information is stored on floppy disk or transmitted to a remote processing facility. A telephone help link is also provided.

The finished prints are returned to the machine and stored for **mechanical** retrieval when the customer returns. Alternatively, the film is processed locally by an attached automated processing unit before storage.

ADVANTAGE - 24 hour access, minimises handling delays, unmanned.
(42pp Dwg.No.1/5

Abstract (Equivalent): US 5113351 A

The system includes an unmanned, automated and computerised assembly analogous to an automatic teller machine (ATM). Instructions presented on an **interactive** video display prompt a **patron** to enter identification information and data concerning the type of photoprocessing desired. The information entered is stored on a floppy computer disc or transmitted electronically to a remote processing facility via a telephone link and used to track the order as it is processed at a remote location. The finished prints are returned to the apparatus and stored in a compartmentalised storage unit while awaiting pick-up by the customer. A random access retrieval mechanism included in the device allows packages of processed prints to be stored in any empty compartments of the storage unit. USE - An automated, interactive system for receiving, storing, processing, retrieving and dispensing film, still video camera diskettes, or other products which must be processed.

Derwent Class: P82; P84; S06; T01; T03; T05; W04

International Patent Class (Main): G06F-015/20; G07F-017/02

International Patent Class (Additional): G03B-027/46; G03D-015/00;
G07F-007/00

5/7/8 (Item 8 from file: 351)

DIALOG(R) File 351:DERWENT WPI

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004795992

WPI Acc No: 86-299333/198646

Bank account statement issuing device - has input terminal for pre-sorted accounts and uses code-reader at delivery device for reading account holder

Patent Assignee: QUEISSER K (QUEI-I)

Inventor: QUEISSER K

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Main IPC	Week
DE 3532145	A	19861106	DE 3532145	A	19850910		198646 B

Priority Applications (No Type Date): DE 3532145 A 19850910

Patent Details:

Patent Kind Lan Pg Filing Notes Application Pat
DE 3532145 A 3

Abstract (Basic): DE 3532145 A

The output device includes an account output terminal fitted with a matching output mechanism which can be polled by means of **customer** cards. The **input** terminal is provided for presorted accounts and the code reader device at the delivery device reads the multiposition coded account holder.

A computer integrated into the device determines the associated tray in the symmetrically arranged account lists. A **mechanical** device located over the tray then takes on the work of sorting and issuing the statements.

ADVANTAGE - Fully automated account arranging and issuing. (3pp

Dwg.No.0/0

Derwent Class: T04; T05

International Patent Class (Additional): G06K-013/16; G06K-017/00

5/7/9 (Item 1 from file: 347)

DIALOG(R)File 347:JAPIO

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06202559 **Image available**

VARYING METHOD FOR PAPER MONEY APERTURE/COIN APERTURE SHUTTER
OPENING/CLOSING SPEED OF AUTOMATIC EQUIPMENT

PUB. NO.: 11-144116 [JP 11144116 A]
PUBLISHED: May 28, 1999 (19990528)
INVENTOR(s): MIYAMOTO TOSHIHIKO
APPLICANT(s): OKI ELECTRIC IND CO LTD
APPL. NO.: 09-307463 [JP 97307463]
FILED: November 10, 1997 (19971110)

ABSTRACT

PROBLEM TO BE SOLVED: To reduce the work of a **maintenance person** such as a shutter opening/closing speed and a countermeasure against complaints about the shutter opening/closing speed by a clerk by making it possible to set the paper money aperture/coin aperture shutter opening/closing speed through a customer operation part and making equipment constitution in which the shutter opening/closing speed is changed after the speed is set.

SOLUTION: This equipment is made to constitution in which a paper money receiving and dispensing device (CCAD) 4 and a coin receiving and dispensing device 5 can be changed with contents **inputted** through a **customer** operation part 7 of an ATM 1. At the time of executing transaction through the ATM 1, the shutter opening/ closing speed of a paper money aperture is varied, for example, when the moneys to be received are inserted. Namely, the customer operation part 7 is provided with, for example, a 'delay' key as a key for delaying the shutter opening/closing speed on a paper money insertion operation screen and by pressing this key, an instruction delaying the shutter opening/closing speed of the paper money aperture is sent to the CCAD 4. With this instruction, the CCAD 4 closes the shutter at a speed slower than usual when the shutter is closed after the paper moneys are inserted.

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5/7/10 (Item 2 from file: 347)

DIALOG(R)File 347:JAPIO

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05564411 **Image available**

DIGITAL PHOTOGRAPHIC PRINTING SYSTEM

PUB. NO.: 09-179211 [JP 9179211 A]

PUBLISHED: July 11, 1997 (19970711)
INVENTOR(s): SHIODA KAZUO
APPLICANT(s): FUJI PHOTO FILM CO LTD [000520] (A Japanese Company or Corporation), JP (Japan)
APPL. NO.: 07-335001 [JP 95335001]
FILED: December 22, 1995 (19951222)

ABSTRACT

PROBLEM TO BE SOLVED: To simplify the reordering method of a photographic print.

SOLUTION: Image retrieval information are classified into customer specifying information and frame specifying information for each customer, only the latter is recorded in the photographic print and the former is specified by a different ID means 80. The number of digits of the frame specifying information recorded on the photographic print is defined as ≤ 8 . At the time of recording the photographic print, the customer specifying information is **mechanically inputted** by the ID means 80 and an ordering person records only the frame specifying information and number of desired photographic prints on an order sheet. A successful bidder inputs only the frame specifying information and the number of the desired prints from a keyboard 73, similarly. A CPU 74 retrieves image data corresponding to the image retrieval information from a hard disk 75, with the inputted image data retrieval information and a printer 60 prints the retrieved image on a photographic printing paper.

5/7/11 (Item 3 from file: 347)
DIALOG(R)File 347:JAPIO
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03105669 **Image available**
AUTOMATIC CASH TRANSACTION MACHINE

PUB. NO.: 02-081169 [JP 2081169 A]
PUBLISHED: March 22, 1990 (19900322)
INVENTOR(s): KOZASA JUNICHI
APPLICANT(s): HITACHI LTD [000510] (A Japanese Company or Corporation), JP (Japan)
APPL. NO.: 63-233264 [JP 88233264]
FILED: September 17, 1988 (19880917)

ABSTRACT

PURPOSE: To continue a transaction process even in case a **mechanical** reading action is impossible with the information recorded into a transaction medium by allowing a **customer input** the substitute information.

CONSTITUTION: In case a main controller detects that the reading of the medium information is impossible, the main controller returns once a transaction medium to a customer by means of a medium reading/writing device 1. Then the **customer** is allowed **input** the account number of the returned medium via a **customer input** device 3. The **inputted** account number is sent to a host 4. The host 4 uses the received account number as a key and retrieves the information recorded in the medium and an identification number of the customer to send them to the controller 2. The controller 2 makes the **customer input** the identification number via the device 3 and compares the identification number with that received from the host 4. When the coincidence is obtained between both numbers, the medium is inputted again via the device 1 and the cash reception/payment transaction is carried out via a cash reception/payment device 6 based on the information received from the host 4.

5/7/12 (Item 4 from file: 347)
DIALOG(R)File 347:JAPIO
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TABULATION CONTROL METHOD FOR TRANSACTION PROCESSOR

PUB. NO.: 01-237763 [JP 1237763 A]
PUBLISHED: September 22, 1989 (19890922)
INVENTOR(s): MORIMOTO KUNIO
APPLICANT(s): HITACHI LTD [000510] (A Japanese Company or Corporation), JP
(Japan)
APPL. NO.: 63-063439 [JP 8863439]
FILED: March 18, 1988 (19880318)

ABSTRACT

PURPOSE: To easily and speedily execute recovery processing by immediately grasping and displaying the contents of transaction when a trouble is generated during the transaction of cash.

CONSTITUTION: A **customer** **inputs** data by a keyboard 4 and when data are transmitted to a high order station, a transaction tabulating condition is set during the transaction. Then, the amounts of **mechanical** handling and manual handling are stored in a designated amount storing area 8. The answer of the high order station is received and the display amount of the **mechanical** handling is instructed to a bank note uncoming and outgoing machine 6. when the trouble is generated during the operation of the incoming and outgoing machine 6, the incoming and outgoing machine 6 announces an abnormal end and announces only the amount which is normally processed. A transaction processor 1 obtains only the announced amount as the amount of the **mechanical** handling and adds the amount to a different amount and the amount of the manual handling. Then, the amount is tabulated in a register 9 and a tabulating status 7 is kept during the transaction. When the tabulating condition shows that the transaction is just executed at the time of next transaction start, the generation of an error and the contents of the designated amount storing area 8 and tabulating register 9 are shown on a display part 3 with being divided into the amounts of the **mechanical** handling and manual handling. Thus, cash control can be exactly executed and a recovery processing time can be widely shortened.
?

File 8: Ei Compendex(R) -1999/Oct W3
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 File 144: Pascal 1973-1999/Oct
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 File 434: SciSearch(R) Cited Ref Sci 1974-1989/Dec
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 File 34: SciSearch(R) Cited Ref Sci 1990-1999/Oct W5
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 File 99: Wilson Appl. Sci & Tech Abs 1983-1999/Sep
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 File 233: Microcomputer Abstracts 1981-1999/Nov
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 File 144: Pascal 1973-1999/Oct
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 File 34: SciSearch(R) Cited Ref Sci 1990-1999/Oct W5
 (c) 1999 Inst for Sci Info
 File 99: Wilson Appl. Sci & Tech Abs 1983-1999/Sep
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Set	Items	Description
S1	3887	(INTERACTIVE? OR QUERY? OR QUESTION? OR INTERACT? OR INQUIRY? OR INTERVIEW? OR INPUT?) (N4) (CUSTOMER? OR CONSUMER? OR SHOPPER? OR CLIENT? OR PATRON?)
S2	63707	(EQUIPMENT? OR CAR? ? OR VEHICLE? OR VAN OR TRUCK? OR AUTOMOBILE?) (N4) (DATA OR INFORMATION? OR PROBLEM?)
S3	256558	WORK()ORDER? OR WORK(N3)COMPLET? OR SERVICE?(N5)REQUEST? OR SERVICE?(N3)ORDER? OR WORK(N2)AUTHORIZATION? OR MAINTENANCE?
S4	1515006	MECHANIC? OR SERVICE?(N)ADVISOR? OR MAINTENANCE()PERSON?
S5	28	S1 AND S4
S6	12461	S3 AND S4
S7	1	S5 AND S6
S8	1	S6 (S)S7
S9	7	S5 NOT MECHANICAL?
?		

7/7/1 (Item 1 from 34)
DIALOG(R)File 34:SciSearch(R) Cited Ref Sci
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05582266 Genuine Article#: WJ008 Number of References: 6

Title: Lessons learned outfitting the US Coast Guard with oil pollution equipment

Author(s): Coe TJ (REPRINT)

Corporate Source: US COAST GUARD HQ, 2100 SECOND ST SW/WASHINGTON//DC/20593
(REPRINT)

Journal: SPILL SCIENCE & TECHNOLOGY BULLETIN, 1995, V2, N4 (DEC), P233-239

ISSN: 1353-2561 Publication date: 19951200

Publisher: PERGAMON-ELSEVIER SCIENCE LTD, THE BOULEVARD, LANGFORD LANE,
KIDLINGTON, OXFORD, ENGLAND OX5 1GB

Language: English Document Type: ARTICLE

Abstract: Lessons learned procuring US 30,500,000 dollars of oil pollution recovery equipment for the United States Coast Guard (USCG) in response to requirements of the Oil Pollution Act of 1990 (OPA-90) are presented. A generic requirements analysis and a selection process useful for making equipment acquisitions and staging site selections are described. Response mission, oil spill threat, response area peculiarities, available resources, equipment capabilities, training requirements and life cycle costs are all factors which must be carefully considered in outfitting a response organization. A method to ensure you obtain quality equipment which meets your functional requirements is outlined. Long range concerns about logistics support, training and **maintenance** are also important considerations.

Leveraging existing resources such as existing USCG vessels, commercial vessels available on short notice for lease and the original oil response equipment inventory of the two USCG Strike Teams proved to be extremely cost effective. Selection of a vessel of opportunity skimming system (VOSS) and outfitting replacement offshore buoy tenders with an on-board spilled oil recovery system (SORS) eliminated the costly option of procuring dedicated pollution response vessels which are generally underutilized as a single mission platform. A first article field and factory acceptance testing program ensured all equipment functioned as specified, eliminating costly errors. This process also provided valuable **customer input** and significant equipment improvements before production started. Quality assurance testing and Government oversight ensured production units were fabricated properly with specified materials identical to the approved first articles adding reliability to the entire delivered system. Staging equipment at three Strike Teams and 19 sites near existing Coast Guard buoy tenders best used the available personnel and vessel resources adjacent to primary oil spill threat areas.

8/7/1 (Item 1 from file: 34)
DIALOG(R)File 34:SciSearch(R) Cited Ref Sci
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05582266 Genuine Article#: WJ008 Number of References: 6

Title: Lessons learned outfitting the US Coast Guard with oil pollution equipment

Author(s): Coe TJ (REPRINT)

Corporate Source: US COAST GUARD HQ, 2100 SECOND ST SW/WASHINGTON//DC/20593
(REPRINT)

Journal: SPILL SCIENCE & TECHNOLOGY BULLETIN, 1995, V2, N4 (DEC), P233-239

ISSN: 1353-2561 Publication date: 19951200

Publisher: PERGAMON-ELSEVIER SCIENCE LTD, THE BOULEVARD, LANGFORD LANE,
KIDLINGTON, OXFORD, ENGLAND OX5 1GB

Language: English Document Type: ARTICLE

Abstract: Lessons learned procuring US 30,500,000 dollars of oil pollution recovery equipment for the United States Coast Guard (USCG) in response to requirements of the Oil Pollution Act of 1990 (OPA-90) are presented. A generic requirements analysis and a selection process useful for making equipment acquisitions and staging site selections are described. Response mission, oil spill threat, response area

peculiarities, available resources, equipment capabilities, training requirements and life cycle costs are all factors which must be carefully considered in outfitting a response organization. A method to ensure you obtain quality equipment which meets your functional requirements is outlined. Long range concerns about logistics support, training and **maintenance** are also important considerations.

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9/7/1 (Item 1 from file: 8)

DIALOG(R)File 8:Ei Compendex(R)

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02094520 E.I. Monthly No: EIM8606-034450

Title: QUALITY - THE CUSTOMER VIEW.

Author: Shaw, Jack J.

Corporate Source: Northern Telecom Inc, USA

Conference Title: Conference Record - IEEE Global Telecommunications Conference, GLOBECOM '84: Communications in the Information Age.

Conference Location: Atlanta, GA, USA Conference Date: 19841126

Sponsor: IEEE Communications Soc, New York, NY, USA; IEEE, Atlanta Section, Atlanta, GA, USA

E.I. Conference No.: 07814

Source: Publ by IEEE, New York, NY, USA. Available from IEEE Service Cent (Cat n 84CH2064-4), Piscataway, NJ, USA p 583-589

Publication Year: 1984

Language: English

Document Type: PA; (Conference Paper)

Journal Announcement: 8606

Abstract: To ensure that the quality of products and services meets today's marketplace needs, Northern Telecom Inc. has developed a customer satisfaction program. Essentially, the program measures the key parameters that constitute Quality as perceived by the customer. The program enhances the traditional quality control **mechanics** of assuring customer satisfaction through reliability, appearance, specifications, etc. The program uses a basic market research technique, the questionnaire, that asks the buyer to judge the quality of the company's product and services in terms of user needs, i. e. , delivery schedules, billing accuracy, product quality, etc. The approach is novel and is providing many beneficial results.

9/7/2 (Item 1 from file: 202)

DIALOG(R)File 202:Information Science Abs.

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00206951 9606951

ISA Document Number in Printed Publication: 9607609

Brokering access to heritage information. CHIN's strategy for the '90s.

Document Type: Monographic Chapter

Author (Affiliation): Rottenberg, B.L. (Canadian Heritage Information

Network)
Country of Affiliation: Canada
Publication Language(s): English
Publication Country: United States
Source: In Hands On Hypermedia and Interactivity in Museums Selected papers from the Third International Conference on Hypermedia and Interactivity in Museums: San Diego, CA, October 9-13, 1995 p. 123-130 1995 Archives & Museum Informatics Pittsburgh, PA

Canadian museums are no strangers to networking. As early as the 1970s, many museums were participating in a networked environment through their membership in the Canadian Heritage Information Network (CHIN). The early environment was highly centralized and limited in functionality, but nonetheless was dedicated to the principle of sharing electronic information. In 1993, CHIN established its first tentative links to the Internet, and, in October 1995, completed its migration to the Internet environment. Since 1972, CHIN has provided the community with technical support and **advisory services**. Through a collegial process, it has worked to develop standards and raise the profile of technology in museums. This paper explores the fundamental changes resulting from CHIN's strategic shift to the Internet environment. These changes significantly alter both the way in which CHIN **interacts** with its **clients** and also the ways in which Canadian museums interact with their public and with each other.

9/7/3 (Item 1 from file: 144)
DIALOG(R)File 144:Pascal
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13389697 PASCAL No.: 97-0575092
Insecurity of quantum secure computations
LO Hoi-Kwong
Basic Research Institute in the Mathematical Sciences, Hewlett-Packard Labs, Filton Road, Stoke Gifford, Bristol BS12 6QZ, United Kingdom;
Institute for Theoretical Physics, University of California, Santa Barbara, Santa Barbara, California 93106-4030
Journal: Physical review. A, 1997-08, 56 (2) 1154-1162
ISSN: 1050-2947 CODEN: PLRAAN Availability: INIST-144 A
Document Type: P (Serial) ; A (Analytic)
Country of Publication: United States
Language: English

It had been widely claimed that quantum **mechanics** can protect private information during public decision in, for example, the so-called two-party secure computation. If this were the case, quantum smart-cards, storing confidential information accessible only to a proper reader, could prevent fake teller machines from learning the PIN (personal identification number) from the **customers input**. Although such optimism has been challenged by the recent surprising discovery of the insecurity of the so-called quantum bit commitment, the security of quantum two-party computation itself remains unaddressed. Here I answer this question directly by showing that all one-sided two-party computations (which allow only one of the two parties to learn the result) are necessarily insecure. As corollaries to my results, quantum one-way oblivious password identification and the so-called quantum one-out-of-two oblivious transfer are impossible. I also construct a class of functions that cannot be computed securely in any two-sided two-party computation. Nevertheless, quantum cryptography remains useful in key distribution and can still provide partial security in quantum money proposed by Wiesner.

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9/7/4 (Item 1 from file: 34)
DIALOG(R)File 34:SciSearch(R) Cited Ref Sci
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07796672 Genuine Article#: 209GR Number of References: 12
Title: Providing welfare rights advice in primary care

Author(s): Coppel DH; Pa CJ (REPRINT) ; Varnam MA
Corporate Source: UNIV NOTTINGHAM HOSP, QUEENS MED CTR, DEPT PUBL HLTH MED & EPIDEMIOLOG/NOTTINGHAM NG7 2UH//ENGLAND/ (REPRINT); UNIV NOTTINGHAM HOSP, QUEENS MED CTR, DEPT PUBL HLTH MED & EPIDEMIOLOG/NOTTINGHAM NG7 2UH//ENGLAND/

Journal: PUBLIC HEALTH, 1999, V113, N3 (MAY), P131-135

ISSN: 0033-3506 Publication date: 19990500

Publisher: STOCKTON PRESS, HOUNDMILLS, BASINGSTOKE RG21 6XS, HAMPSHIRE, ENGLAND

Language: English Document Type: ARTICLE

Abstract: Objective. To evaluate the introduction of dedicated open access welfare rights advice sessions in a general practice setting.

Design. A retrospective study of 416 client visits over a 11 month period from August 1995. A prospective questionnaire survey of 34 attendees over a three month period from April 1996. Semi-structured interviews with 11 involved primary care staff.

Setting: An inner city health centre.

Outcomes. Social characteristics of clients attending; problems presented; benefit uptake; views from the health centre staff and welfare rights advisers and comments on future development.

Results: A total of 270 new clients used the service during the study period with 146 repeat visits (35%). Of the new clients, 158 out of 270 (59%) reported that they were disabled and 50% of the 158 had specific disability based welfare rights enquiries. 15% of new clients (40 out of 270) were found to be owed money by the current benefit system. Of these, 24 clients obtained one-off payments totalling pound 15863 and 16 clients obtained regular payments totalling pound 539 a week. 58% of interviewed clients had not previously accessed any welfare rights advisory services. The welfare rights service was considered by the primary health care team to be a very useful contribution in a highly deprived area.

Conclusions. The advice service increased the uptake of social security benefits in 15% of all new attendees. An open access service may not have been the most efficient method of delivering such advice. However, the high proportion of new clients who reported having a disability suggested that a health centre setting may be particularly accessible for those reporting disability. Further work is required to explore these findings and the most effective and efficient method of delivering the service in a deprived inner city setting.

9/7/5 (Item 2 from file: 34)

DIALOG(R)File 34:SciSearch(R) Cited Ref Sci
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06032191 Genuine Article#: XQ618 Number of References: 33

Title: Insecurity of quantum secure computations

Author(s): Lo HK (REPRINT)

Corporate Source: HEWLETT PACKARD LABS, BASIC RES INST MATH SCI, FILTON RD/BRISTOL BS12 6QZ/AVON/ENGLAND/ (REPRINT); UNIV CALIF SANTA BARBARA, INST THEORET PHYS/SANTA BARBARA//CA/93106

Journal: PHYSICAL REVIEW A, 1997, V56, N2 (AUG), P1154-1162

ISSN: 1050-2947 Publication date: 19970800

Publisher: AMER INST PHYSICS, CIRCULATION FULFILLMENT DIV, 500 SUNNYSIDE BLVD, WOODBURY, NY 11797-2999

Language: English Document Type: ARTICLE

Abstract: It had been widely claimed that quantum mechanics can protect private information during public decision in, for example, the so-called two-party secure computation. If this were the case, quantum smart-cards, storing confidential information accessible only to a proper reader, could prevent fake teller machines from learning the PIN (personal identification number) from the customers' input. Although such optimism has been challenged by the recent surprising discovery of the insecurity of the so-called quantum bit commitment,

the security of quantum two-party computation itself remains unaddressed. Here I answer this question directly by showing that all one-sided two-party computations (which allow only one of the two parties to learn the result) are necessarily insecure. As corollaries to my results, quantum one-way oblivious password identification and the so-called quantum one-out-of-two oblivious transfer are impossible. I also construct a class of functions that cannot be computed securely in any two-sided two-party computation. Nevertheless, quantum cryptography remains useful in key distribution and can still provide partial security in "quantum money" proposed by Wiesner.

9/7/6 (Item 3 from file: 34)

DIALOG(R) File 34:SciSearch(R) Cited Ref Sci

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03446568 Genuine Article#: ND179 Number of References: 0
(NO REFS KEYED)

Title: RESEARCH-PROJECT PREFERENCE OF THE CONSUMER FOR LOCAL FOOD OF NORTH-RHINE-WESTPHALIA (NEIGHBORHOOD PRODUCTS)

Author(s): HENSCH HU

Corporate Source: UNIV GESAMTHSCH PADERBORN, FACHBEREICH LANDBAU, POSTFACH 1465/D-59474 SOEST//GERMANY/

Journal: BERICHT UBER LANDWIRTSCHAFT, 1994, V72, N1 (MAR), P52-75

ISSN: 0005-9080

Language: GERMAN Document Type: ARTICLE

Abstract: Regional marketing concepts based on the transparency of the path taken by products from familiar surroundings on their way from the producer to the retailer can bring competitive advantages.

This is the conclusion drawn from the research project entitled "'Neighbourhood Products'", which was conducted in the Soest Faculty of Agriculture of the University - Comprehensive Institute of Higher Education (Universitat - Gesamthochschule) in Paderborn.

The basic question investigated was whether and in which ways the origins of food from the local area can be adopted as a convincing aspect of sales stimulation. With this in view, a consumer survey (1,400 householders) and a producer survey (700 farmers with farms exceeding 10 ha) were conducted in 1991 with the support of a market research institute in North Rhine-Westphalia. The assistance of the two North Rhine-Westphalian chambers of agriculture, who employed students from technical school classes to conduct their **interviews**, enabled 2,000 additional **shoppers** to be **interviewed** regarding their buying habits for bread and meat.

For the marketing of food, the patterns of behaviour of the consumers and farmers provided interesting pointers to self-contained marketing concepts based on the transparency of the path taken by products from familiar surrounding areas. These can be married to long-term forms of the division of labour.

In the opinion of the research team from "'Neighbourhood Products'", the main sponsors of such concepts should be commercial companies as it is they who take the risks in a market economy in the hope of making profits. The task of the **advisory services**, research institutes and state promotion is to prepare the ground for the exercise personal initiative.

9/7/7 (Item 1 from file: 99)

DIALOG(R) File 99:Wilson Appl. Sci & Tech Abs

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1490803 H.W. WILSON RECORD NUMBER: BAST97020248

How do I use Java remote method invocation from an applet?

Berg, Cliff;

Dr. Dobb's Journal v. 22 (Mar. '97) p. 101-103

ABSTRACT: Java Remote Method Invocation (RMI) offers a very powerful utility for creating truly distributed programs. It allows programmers to gain access to data on legacy systems and to give users new host-based services via a downloadable applet. Using Java RMI involves defining method calls in Java and calling the same methods that have been compiled. The current release of this system is preliminary, and several new features are being developed, including persistent references and multitasking. The ability to perform callbacks to applet objects also facilitates real-time and notification applications without polling. Finally, when it is feasible to bypass RMI and employ sockets to implement any **client /server interaction** , the RMI protocol encapsulates all the **mechanics** of passing data as objects and simplifies client/server programming.
?

File 256:SoftBase:Reviews, Companies&Prods. 85-1999/Oct

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File 278:Microcomputer Software Guide 1999/Oct

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Set	Items	Description
S1	553	(INTERACTIVE? OR QUERY? OR QUESTION? OR INTERACT? OR INQUIRY? OR INTERVIEW? OR INPUT?) (N4) (CUSTOMER? OR CONSUMER? OR SHOPPER? OR CLIENT? OR PATRON?)
S2	1016	(EQUIPMENT? OR CAR? ? OR VEHICLE? OR VAN OR TRUCK? OR AUTOMOBILE?) (N4) (DATA OR INFORMATION? OR PROBLEM?)
S3	449	(PREPAR? OR DEVELOP? OR PRODUCE? OR FORMULAT? OR PERFORM? - OR SCHEDUL?) (N5) (WORK()ORDER? OR WORK()REQUEST? OR WORK?(N)- AUTHORIZATION? OR SERVICE()REQUEST? OR SERVICE()ORDER? OR MAINTENANCE?)
S4	79	S2 AND (MAINTENANCE? OR REPAIR?)
S5	7	S1 AND S2
S6	0	S5 AND S3

5/5/1 (Item 1 from file: 256)
DIALOG(R) File 256:SoftBase:Reviews,Companies&Prods.
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01743143 DOCUMENT TYPE: Product

PRODUCT NAME: Clarify eFrontOffice (743143)

Clarify Inc (545392)
2125 One1 Dr
San Jose, CA 95131 United States
TELEPHONE: (408) 573-3000

RECORD TYPE: Directory

CONTACT: Sales Department

Clarify eFrontOffice is a comprehensive customer **care** solution that integrates **information** from any form of **customer interaction** -- Web-based, over the telephone, via e-mail, or face-to-face. The system helps customer service and marketing staff improve relationships with customers and personalize services. Clarify eFrontOffice helps World Wide Web sites, call centers, and field sales and service teams communicate. It improves Internet marketing efforts. Clarify eFrontOffice and FrontOffice 98 are used by many major corporations to maintain customer relationships. DESCRIPTORS: Customer Management; Call Centers; Internet Customer Service; Customer Service; E-Mail Utilities; Computer Telephony; Public Networks ; Field Service Management; Sales Management; E-Commerce

HARDWARE: UNIX; IBM PC & Compatibles
OPERATING SYSTEM: Windows NT; UNIX
PROGRAM LANGUAGES: XML; Java; Object Oriented Languages
TYPE OF PRODUCT: Mini; Micro; Workstation
POTENTIAL USERS: Sales, Customer Service, Front Offices, Call Centers
PRICE: Available upon request

REVISION DATE: 000000

5/5/2 (Item 2 from file: 256)
DIALOG(R) File 256:SoftBase:Reviews,Companies&Prods.
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00114415 DOCUMENT TYPE: Review

PRODUCT NAMES: CART (739758)

TITLE: Salford Systems and Fleet: Understanding Customer Characteristics
AUTHOR: Staff
SOURCE: PC AI, v13 n1 p39(2) Jan/Feb 1999
ISSN: 0894-0711
HOME PAGE: <http://www.pcai.com/pcai>

RECORD TYPE: Review
REVIEW TYPE: Product Analysis
GRADE: Product Analysis, No Rating

CART from Salford Systems is a data-mining application that can assist banks and other financial institutions in gathering information about banking customers and creating finely-tuned product and service promotions. Using a decision tree to display data results, users can easily understand the **interactions** among variables. Historical **customer data** is collected first with **CART**, then in the same environment, users can create models made from 'massaged' customer information that is merged into datasets and output as standard text files. These text files can be fed into various modeling tools using the CART interface to create logistic-regression models for illustrating a bank's overall customer landscape. CART ultimately provides banks with models of their best

customers by predicting the expected balance they will eventually carry.

COMPANY NAME: Salford Systems (659576)
SPECIAL FEATURE: Screen Layouts
DESCRIPTORS: Data Mining; Financial Institutions; Market Research; Sales
Analysis; Decision Support Systems; Banks; Artificial Intelligence
REVISION DATE: 990430

5/5/3 (Item 3 from file: 256)
DIALOG(R) File 256:SoftBase:Reviews,Companies&Prods.
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00112987 DOCUMENT TYPE: Review

PRODUCT NAMES: 3Com Bigpicture Video Phone (713163); NetStudio 1.0
(705411); Microsoft FrontPage 98 (580457); Spin Panorama 2.0 (677914);
WebGenie Shopping Cart (718203)

TITLE: E-Commerce
AUTHOR: Staff
SOURCE: PC/Computing, v11 n12 p260(2) Dec 1998
ISSN: 0899-1847
HOMEPAGE: <http://www.pccomputing.com>

RECORD TYPE: Review
REVIEW TYPE: Product Analysis
GRADE: Product Analysis, No Rating

Digital images and documents are excellent e-commerce tools. Several software programs are available that can take digital images and make them a part of a productive and profitable e-commerce World Wide Web site, including 3Com Bigpicture Video Phone, NetStudio's NetStudio 1.0, Microsoft's FrontPage 98, PictureWorks' Spin Panorama 2.0, and WebGenie's Shopping Cart. Bigpicture can be used to install a Web cam, which will take photos or video of the office at regular intervals, and post them to the Web so customers can see the inside of the office. It can also be used to promote two-way **interaction**, and allows **customers** to videoconference. NetStudio can be used to add a personal touch to online **customer interaction**. NetStudio makes it easy to get a Web page up and running quickly, and posts pages that give staff photos and bios online to add a personal touch. FrontPage 98 makes it easy to post pictures to a Web site. Posting photos to a site can be a useful tool for promoting a business. For example, to show before and after shots for a contractor or fix-it shop. WebGenie Shopping Cart focuses on the heart of online commerce, that is, selling products on the Web site. The tool helps organizations present digital images of products being sold. The pictures can be linked to product **information**, and the shopping **cart** program can be linked to the images to let customers buy the merchandise easily.

COMPANY NAME: 3Com Corp (125105); NetStudio Corp (646156); Microsoft Corp (112127); PictureWorks Technology Inc (593974); WebGenie Software Pty Ltd (651532)
SPECIAL FEATURE: Screen Layouts
DESCRIPTORS: Internet Marketing; Graphics Tools; Public Networks; IBM PC & Compatibles; Web Page Design; Electronic Publishing; Authoring Systems; Image Processing; Videoconferencing; Internet Utilities; E-Commerce
REVISION DATE: 990624

5/5/4 (Item 4 from file: 256)
DIALOG(R) File 256:SoftBase:Reviews,Companies&Prods.
(c)1999 Info.Sources Inc. All rts. reserv.

00105051 DOCUMENT TYPE: Review

PRODUCT NAMES: Internet Search Engines (838403); Health Care (830400)

TITLE: Medical Search Engines: Myth or Marvel?
AUTHOR: Smith, Stephen E.
SOURCE: Information Today, v14 n9 p21(3) Oct 1997
ISSN: 8755-6286
HOMEPAGE: <http://www.infotoday.com>

RECORD TYPE: Review
REVIEW TYPE: Product Comparison
GRADE: Product Comparison, No Rating

Medical search engines such as the MED Engine, MedBot, NASB, OMNI, and DDRT can provide reliable medical information. MED Engine includes 10 medical hotlists and medical sites on which a search can be run. Only six can be searched at one time. The site is oriented toward consumer health **care information** and will not provide good results for scholarly research. MedBot has a broader selection of sites that can be searched, and the process of searching is easier. The selections are also well-organized. However, MedBot still does not have collections of clinical content for physicians. NASB can query 29 medical sites and online journals. In addition, other online resources, including medical newsgroups and commercial medical sites, can also be searched. To search on all the sites however, it is necessary to enter the search term into each of the various forms. Most of the journals listed are abstracts only, and high quality content sites have not been included. OMNI includes indexing and new searching strategies to improve its usefulness. OMNI emphasizes medical journal sites with abstracts of current and past issues online. The Karolinska Institute's DDRT (Diseases, Disorders, & Related Topics) page is a quality medical Web link site. DDRT is similar to OMNI, although it indexes the sites to a higher degree. The page lists 33 disease categories; clicking on one will yield hierarchically organized list of sites.

COMPANY NAME: Vendor Independent (999999)
SPECIAL FEATURE: Screen Layouts
DESCRIPTORS: Internet Utilities; Front Ends; Health **Care ; Information** Retrieval; Public Networks; Indexing Software; **Consumer** Health Care; **Query** & Retrieval Systems; Medical Diagnosis; Internet Search Engines
REVISION DATE: 980530

5/5/5 (Item 5 from file: 256)
DIALOG(R)File 256:SoftBase:Reviews,Companies&Prods.
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00101381 DOCUMENT TYPE: Review

PRODUCT NAMES: CA-Datcom (302163); Sybase SQL Server (695017); SQL Engine Windows (452149); GQL (Graphical Query Language) (215384)

TITLE: HMO's client/server move frustrates developers while nourishing users
AUTHOR: Harding, Elizabeth U.
SOURCE: Application Development Trends, v4 n4 p13(2) Apr 1997
ISSN: 1073-9564
HOMEPAGE: <http://www.spgnet.com>

RECORD TYPE: Review
REVIEW TYPE: Product Analysis
GRADE: Product Analysis, No Rating

Computer Associates International's CA-Datcom, Sybase's Sybase SQL Server, Gupta's (now Centura's) SQL Engine for Windows, and Andyne's GQL (Graphical Query Language) are products highlighted in a brief discussion of Group Health Cooperative of Puget Sound's (GHC's) migration from a mainframe-based computing system to a client/server, networked environment. The new system encompasses financial and administration systems along with clinical operations. The change was made to provide users, health professionals, and caregivers better and direct access to information. More empowered users can make better decisions, says David Swan, CIO of GHC. The

... system consists of UNIX s from Sun Microsystems, Win clients, Centura Software's SQL for Windows client/server development tool, and other UNIX tools from SAS Institute, Andyne Computing, and Century Analysis. Consistent user access is fostered with a development model that includes a mixture of internal development and packaged applications. Internal development was done with Gupta SQL for Windows as a GUI builder and the GQL general query language. A client /server data warehouse stores clinical knowledge, cost data, and other data. Older proprietary systems are used as a baseline to create a system that links more than 60 facilities that were part of the GHC network, including clinics, hospitals, and specialty centers. The CA-Datacom RDBMS ran on older, now retired System/36 computers.

COMPANY NAME: Computer Associates International Inc (081957); Sybase Inc (414981); Centura Software Inc (427161); Andyne Computing Ltd (254622)

DESCRIPTORS: SQL; Database Management; Client/server; Network Software; IBM PC & Compatibles; Windows; Health Care Facilities; Information Retrieval

REVISION DATE: 980630

5/5/6 (Item 6 from file: 256)

DIALOG(R)File 256:SoftBase:Reviews,Companies&Prods.
(c)1999 Info.Sources Inc. All rts. reserv.

00092097 DOCUMENT TYPE: Review

PRODUCT NAMES: Physician's Home Assistant Windows (537811)

TITLE: Medical HouseCall, an Interactive Home Medical Guide

AUTHOR: Abramson, Ronald, M.D.

SOURCE: M D Computing, v13 n3 p221(3) May/Jun 1996

ISSN: 0724-6811

RECORD TYPE: Review

REVIEW TYPE: Review

GRADE: A

Applied Medical Informatics' Medical HouseCall, an interactive home medical guide and symptom analysis program for Windows, can give consumers expert answers to medical questions. The program includes the usual disclaimer stating that it is only a reference tool and not a substitute for the care of a physician. The database is comprehensive, and users can tour the program or choose one of four primary sections: Symptom Analysis; Drug Interactions; Personal Medical Record; and Encyclopedia. Users enter personal information, including symptoms, to obtain guidance. During tests by one user, symptoms entered returned a diagnosis known to be correct for one condition, but failed for another. Drug side effects are described, and Medical Record provides a choice of 20 categories of data, including Demographic Information and Emergency Contacts. Medical HouseCall is recommended for any educated consumer.

COMPANY NAME: Mindscape Inc (113051)

SPECIAL FEATURE: Screen Layouts

DESCRIPTORS: Windows; Consumer Health Care ; CD-ROMs; Information Retrieval; IBM PC & Compatibles; Database Content; Medical Records

REVISION DATE: 981030

5/5/7 (Item 1 from file: 278)

DIALOG(R)File 278:Microcomputer Software Guide
(c) 1999 Reed Elsevier Inc. All rts. reserv.

0021605

3162618XX STATUS: ACTIVE ENTRY

TITLE: Dispatch Management (a Part of ABECAS)

VERSION: 3.3

MICROPROCESSOR TYPE: site training unlimited support services for
first 90 days & through subscription thereafter

PRICE INFORMATION:

Contact publisher for price

ANNOTATION: Records Called Loads, Generates Dispatching Equipment &
Assigns Loads to Equipment for Trips. 3-Way Screen Shows Loads, Equipment &
Other Data. Loads & Equipment Can Be Organized by Various User-Selected
Data Factors. Options Include Carrier/Area Use Search, Driver Trip Log
Data, Driver Summary Hours, Safety Record & Customer Inquiry. Multiple Jobs
Can Be Assigned Per Load. Mileage Tracked Automatically Through Pre-Entered
Zip Codes

DESCRIPTORS: TRANSPORTATION AND TRAVEL - TRUCKING

DESCRIPTOR CODES: 10000987

PUBLISHER: Argos Software; Argos Soft (0-927991)

ADDRESS: 3949 Sparks Dr., SE
Grand Rapids, MI 49546-6408

TEL.: 616-949-6400

SAN: 284-6543

ADDRESS: 4949 N. Crystal Ave., No. 140
Fresno, CA 93750-0208

TEL.: 209-227-1000

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File 15:ABI/INFORM(R) 1999/Nov 09
 (c) 1999 Bell & Howell
 File 16:Gale Group PROMT(R) 1990-1999/Nov 09
 (c) 1999 The Gale Group
 File 275:Gale Group Computer DB(TM) 1983-1999/Nov 09
 (c) 1999 The Gale Group
 File 647:CMP Computer Fulltext 1988-1999/Oct W5
 (c) 1999 CMP
 File 810:Business Wire 1986-1999/Feb 28
 (c) 1999 Business Wire
 File 624:McGraw-Hill Publications 1985-1999/Nov 04
 (c) 1999 McGraw-Hill Co. Inc
 File 621:Gale Group New Prod.Annou.(R) 1985-1999/Nov 09
 (c) 1999 The Gale Group
 File 484:Periodical Abstracts Plustext 1986-1999/Oct W4
 (c) 1999 Bell & Howell
 File 148:Gale Group Trade & Industry DB 1976-1999/Nov 09
 (c) 1999 The Gale Group
 File 370:Science 1996-1999/Jul W3
 (c) 1999 AAAS
 File 553:Wilson Bus. Abs. FullText 1982-1999/Sep
 (c) 1999 The HW Wilson Co
 File 160:Gale Group PROMT(R) 1972-1989
 (c) 1999 The Gale Group
 File 610:Business Wire 1999-1999/Nov 09
 (c) 1999 Business Wire.

Set	Items	Description
S1	151605	(INTERACTIVE? OR QUERY? OR QUESTION? OR INTERACT? OR INQUIRY? OR INTERVIEW? OR INPUT?) (N4) (CUSTOMER? OR CONSUMER? OR SHOPPER? OR CLIENT? OR PATRON?)
S2	339533	(EQUIPMENT? OR CAR? ? OR VEHICLE? OR VAN OR TRUCK? OR AUTOMOBILE?) (N4) (DATA OR INFORMATION? OR PROBLEM?)
S3	1001427	WORK()ORDER? OR WORK(N3)COMPLET? OR SERVICE?(N5)REQUEST? OR SERVICE?(N3)ORDER? OR WORK(N2)AUTHORIZATION? OR MAINTENANCE?
S4	396372	MECHANIC? OR SERVICE?(N)ADVISOR? OR MAINTENANCE()PERSON?
S5	5488	S1 AND S4
S6	68537	S3 AND S4
S7	1657	S5 AND S6
S8	1657	S6 (S)S7
S9	238	S8(S)S1
S10	9	S9(S)S2
S11	22289	S3(S)S4
S12	43	S11(S)S1
S13	7	S10 NOT S12
S14	5	RD (unique items)
S15	27	RD S12 (unique items)
S16	26	S15 NOT PY=1999
?		

14/3,K/1 (Item 1 from file: 15)
DIALOG(R)File 15:ABI/INFO (R)
(c) 1999 Bell & Howell. All rts. reserv.

01392646

00-43633

Real-time pricing--restructuring's big bang?

Hanser, Phil; Wharton, Joe; Fox-Penner, Peter
Public Utilities Fortnightly v135n5 PP: 22-30 Mar 1, 1997
ISSN: 1078-5892 JRNL CODE: PUF
WORD COUNT: 2913

...TEXT: but also will provide price and bill forecasts, and bill computation. The systems will provide **inputs** to the **customer** 's financial and managerial accounting systems and early warnings about **equipment maintenance problems**.

Vendors could aggressively market such products by taking on the potential price and quantity risk...

14/3,K/2 (Item 1 from file: 484)
DIALOG(R)File 484:Periodical Abstracts Plustext
(c) 1999 Bell & Howell. All rts. reserv.

01721754 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Hottest careers for blacks

Anonymous

Ebony (GEBO), v49 n1, p88-96

Nov 1993

ISSN: 0012-9011 JOURNAL CODE: GEBO

DOCUMENT TYPE: Feature

LANGUAGE: English

RECORD TYPE: Fulltext; Abstract

WORD COUNT: 2286

LENGTH: Long (31+ col inches)

TEXT:

... can do everything from automating dance steps to emulating a painter's canvas and even **interacting** with **customers** via satellite. Although jobs in this market have lagged in recent years, they are expected ...

...says Chicago entrepreneur Charles Green, president of CIM3, a computer UNIX system house, and chief **information** officer of Concerned Health **Care** of America, Inc., a software **maintenance** company. He says computer experts, such as programmers, analysts and technicians, will have to train ...

14/3,K/3 (Item 1 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)1999 The Gale Group. All rts. reserv.

10503400 SUPPLIER NUMBER: 21076836 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Leasing and certified used cars impact the aftermarket.

Kaufman, Edward

Automotive Marketing, v27, n8, p24(4)

August, 1998

ISSN: 0193-3264

LANGUAGE: English

RECORD TYPE: Fulltext; Abstract

WORD COUNT: 3917

LINE COUNT: 00345

... or phone: (615) 333-1400

AAA on Maintenance

Finally, in hope of finding some hard **data** on **vehicle** maintenance practices, I called on Dave Van Sickle of the American Automotive Association (AAA) in...

...We too, wonder whether lessees change their oil as frequently as owners. We have other **questions** on how well **consumers** are maintaining their vehicles and up to now we have had only anecdotal evidence. However...

...going to conduct an extensive survey among vehicle users. We'll examine their practices on **maintenance** and see how they compare to our recommended practices."

I asked, "What are the AAA..."

14/3,K/4 (Item 2 from file: 148)
DIALOG(R) File 148:Gale Group Trade & Industry DB
(c)1999 The Gale Group. All rts. reserv.

09372304 SUPPLIER NUMBER: 19232352 (USE FORMAT 7 OR 9 FOR FULL TEXT)
How to buy better preventive maintenance. (construction equipment)
Stewart, Larry
Construction Equipment, v95, n2, p72(4)
Feb, 1997
ISSN: 0192-3978 LANGUAGE: English RECORD TYPE: Fulltext; Abstract
WORD COUNT: 2622 LINE COUNT: 00212

... machine's sale price.
Vendors often propose standard packages of services. Most can do preventive **maintenance** on demand, but there are cost advantages to allowing them to track **equipment** usage - requiring limited **client data input** - and notify users when service is due. Managers thinking about committing to **maintenance** contracts should consider basic proposals to be working documents. It's your responsibility to help...

14/3,K/5 (Item 3 from file: 148)
DIALOG(R) File 148:Gale Group Trade & Industry DB
(c)1999 The Gale Group. All rts. reserv.

02029160 SUPPLIER NUMBER: 03251010 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Distribution computer software & services directory. (physical distribution of goods)
Handling & Shipping Management, v25, p51(7)
May, 1984
ISSN: 0194-603X LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
WORD COUNT: 4623 LINE COUNT: 00405

... Nationwide, inc. STAR-TRAC TRAC-MAN RATE-MAN }Watkins Motrs Lines, inc. Management Information System **Customer Inquiry** Service Consolidation/ BACKhaul Through load planning and consolidation of round trips, fleet managers can cut...Electric Information Services Co. Agent System Transact, Inc. Transact Software System * Tymshare, Inc. TIPS (Trade **Information** Reporting System) MIPS/CORTEX **Equipment Maintenance**
Though a wide range of maintenance packages are available, all share a common goal: reducing...

16/3,K/1 (Item 1 from file: 15)
DIALOG(R) File 15:ABI/INFORM(R)
(c) 1999 Bell & Howell. All rts. reserv.

01520886 01-71874
Kudos for Navy's SIMA, San Diego!
Ryan, Bobbie; Ward, Joyce
Journal for Quality & Participation v20n4 PP: 42-47 Sep 1997
ISSN: 1040-9602 JRNL CODE: QCJ
WORD COUNT: 3358

...TEXT: SIMA representatives went aboard 17 naval vessels that comprised 25 percent of SIMA's principal **customer** base. They **interviewed** hundreds of sailors at all levels of the organization, ranging from the commanding officer to junior **maintenance personnel**. The interviewees indicated three top priority needs:

Top quality work

Work completed on time

(Chart...

16/3,K/2 (Item 2 from file: 15)
DIALOG(R)File 15:ABI/INFORM(R)
(c) 1999 Bell & Howell. All rts. reserv.

01508755

01-59743

An examination of the relationship between work group characteristics and performance: Once more into the breach

Hyatt, David E; Ruddy, Thomas M
Personnel Psychology v50n3 PP: 553-585 Autumn 1997
ISSN: 0031-5826 JRNL CODE: PPS
WORD COUNT: 9967

...TEXT: is presented below.

The groups examined in the present study maintain a variety of electro-
mechanical equipment including personal computers, faxes, several kinds
of copiers, and printing systems. They are usually...

... all of the customers within a defined customer service area, which can
mean performing routine **maintenance** calls, repairing malfunctioning
machines, and answering **customer questions** about a particular product.
They are similar to other types of work groups in that...

... perform effectively. Specifically, work group members need to
communicate about such matters as prioritization of **service requests**
(call queuing strategy), current field locations, expected call duration,
and expected arrival time at the...

16/3,K/3 (Item 3 from file: 15)
DIALOG(R)File 15:ABI/INFORM(R)
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01396620

00-47607

Are they being served?

Van de Vliet, Anita
Management Today PP: 66-69 Feb 1997
ISSN: 0025-1925 JRNL CODE: MTO
WORD COUNT: 2242

...TEXT: to competitors) or, more frequently, transaction-based (BT, for
example, conducts some 13,500 telephone **interviews** monthly with
customers who have asked for a **service** or fault repair, made a **request**
or a complaint). They may be conducted by telephone or on paper, or both.
But the key is that they should be couched in words that **customers**
actually use, asking **questions** which make sense to them. Only then will
the scoring mean something, remarks Graham Clark...

... be straightforward and jargon-free: bear in mind that customers are not
interested in the **mechanics** of how you run your business, but in what it
offers them. The survey should...

16/3,K/4 (Item 4 from file: 15)
DIALOG(R)File 15:ABI/INFORM(R)
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01219198

98-68593

Houston's big wheel

Gite, Lloyd
Black Enterprise v26n11 PP: 148-152 Jun 1996
ISSN: 0006-4165 JRNL CODE: BEN
WORD COUNT: 2234

...TEXT: them I'm the **customer**. I'll go out on the service **drive** and write **service orders** or go and stand with the **service advisor** and listen to the conversations between my employee and the customer. There are times I'll go out and sit in the **customer lounge** and just ask **questions** of **customers** , like I'm a customer," he says. "I don't rely on my people to ...

16/3,K/5 (Item 5 from file: 15)
DIALOG(R)File 15:ABI/INFORM(R)
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01066554 97-15948
Implementing a quality maintenance system in a military organization
Goh, Mark; Tay, Guan-How
International Journal of Quality & Reliability Management v12n4 PP: 26-39
1995
ISSN: 0265-671X JRNL CODE: IJQ
WORD COUNT: 4883

...TEXT: users on the quality of service provided. Methods used in the commercial sector such as **customer evaluation questionnaires** can be adapted, particularly for users of communications equipment. **Maintenance personnel** must participate actively and possess the right attitude.

A body of knowledge on quality improvements...

16/3,K/6 (Item 6 from file: 15)
DIALOG(R)File 15:ABI/INFORM(R)
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00817068 94-66460
Case management and the integration of labor
Davenport, Thomas H; Nohria, Nitin
Sloan Management Review v35n2 PP: 11-23 Winter 1994
ISSN: 0019-848X JRNL CODE: SMZ
WORD COUNT: 8502

...TEXT: roles, however, in creating and maintaining functional expertise among case managers and dealing with the **customers** ' most difficult **questions** . For example, if a **customer** calls in with a **maintenance** problem on a fleet car, two times in three the Driver Services case managers can...

... system and the skills they have learned. They refer the more difficult cases to expert **maintenance mechanics** , who can not only solve the problem but also add it to the case managers...

16/3,K/7 (Item 7 from file: 15)
DIALOG(R)File 15:ABI/INFORM(R)
(c) 1999 Bell & Howell. All rts. reserv.

00717393 93-66614
Tapping the network of charitable organization sponsors
Prince, Russ Alan
Trusts & Estates v132n6 PP: 69-72+ Jun 1993
ISSN: 0041-3682 JRNL CODE: TRE
WORD COUNT: 3956

...TEXT: charity network, a certain degree of technical proficiency is essential. However, extensive expertise in the **mechanics** of the CRT is not at all a prerequisite in **order** to use the **service** to tap the charity network. Support in case design and the ability to answer **clients** ' highly technical **questions** is readily available from a number of sources. In fact, this approach of using a...

16/3,K/8 (Item 8 from file: 15)
DIALOG(R)File 15:ABI/INFORM(R)
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00513652

90-39409

Creative Computing

Baldwin-LeClair, Jack; Wilson, Peter

Legal Assistant Today v7n6 PP: 28-32 Jul/Aug 1990

ISSN: 1045-6686 JRNL CODE: LAT

...ABSTRACT: leaders into profit centers in many cases. By quickly and efficiently creating documents and generating **completed** legal work from previously created forms, error is reduced, and the turnaround time between **client** interview and completed document is reduced substantially. Anderson Publishing Co.'s Lawriter Version 1a/5.0...

... legal documents. Wills create special problems for form users because they often require more than **mechanical** assembly; they often demand specific knowledge of testamentary law. Besides standard legal documents, Lawriter provides...

16/3,K/9 (Item 1 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 1999 The Gale Group. All rts. reserv.

05595915 Supplier Number: 48469315 (USE FORMAT 7 FOR FULLTEXT)

FEATURE/New Website Guides Lawn Equipment Consumers Through Buying Process.

Business Wire, p5060042

May 6, 1998

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 364

... number of stores they feel they need to visit during the decision-making process."

The **interactive** website guides **consumers** through the entire buying process. Browsers can do their product research on-line, finding out...

...own computer. Customers can also make purchases of Murray accessories on-line, using a secure **order** form.

For the **service** and maintenance information needed to help keep their Murray products running optimally, customers can access...

16/3,K/10 (Item 2 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 1999 The Gale Group. All rts. reserv.

05305300 Supplier Number: 48076933 (USE FORMAT 7 FOR FULLTEXT)

Product development teams include customers, cut cycle time in half

Miller, Mike

Air Conditioning, Heating & Refrigeration News, p14

Oct 27, 1997

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 1065

... new products helps us respond to those needs.'

Amid all the team talk is the **question**, who is 'the **customer**?' According to Heatcraft, the customer is the wholesaler, specifier, contractor, end-user, **maintenance personnel** ... anyone coming in contact with the system.

There's more time spent today in front...

16/3,K/11 (Item 3 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 1999 The Gale Group. All rts. reserv.

05191336 Supplier Number: 47921681 (USE FORMAT 7 FOR FULLTEXT)
TCG is Nation's First Competitive Local Phone Company to Provide Remote Testing For ISDN.
Business Wire, p08201197
August 20, 1997
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 506

... in every TCG switch location. By remotely accessing this test device, TCG's Provisioning and **Maintenance personnel** can emulate the end users' applications and determine in a matter of minutes whether the...

...the customer's interface," said Sergio Santiago, TCG's ISDN Product Manager. "The ITU physically **interacts** with the **customer's** application."

Santiago said that TCG is the only local telephone company to have a ...

16/3,K/12 (Item 4 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 1999 The Gale Group. All rts. reserv.

05170365 Supplier Number: 47890925 (USE FORMAT 7 FOR FULLTEXT)
New TDZs with Next.
News Release, pN/A
August 5, 1997
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 1953

(USE FORMAT 7 FOR FULLTEXT)
TEXT:

...in markets such as digital content creation, animation, visual simulation, scientific visualization and high- end **mechanical CAD**," said Steve Pesto, executive director of Intergraph's workstation division. "With the new TDZs...

...add increased functionality such as quick entry access to each component for easy upgrades and **maintenance** by the user. For example, no tools are required ...wavetable synthesis to heighten the multimedia experience. 3D Graphics Leadership Creative and technical professionals in **mechanical CAD**, visual computing, (animation, multimedia, visual simulation, and scientific visualization) and entertainment markets (digital media...
...found that was fast enough to create a virtual reality environment for turret and hull **mechanics** of the M1A2 Abrams Tank." Todd Mueller, director/producer of MTV's Amp: "Working with...

...choice for industry-leading vendors of 3D graphics software. TDZs are certified to run popular **mechanical CAD** and 3D animation packages such as Pro/ENGINEER, SolidWorks, Solid Edge, Softimage/3D, 3D...

...ANSYS, Inc. "For workstation users migrating to Windows NT, Intergraph's TDZ offers our mutual **customers** premier functionality and **interactive** 3D performance for leading-edge computer- aided engineering (CAE) solutions." Ken Welch, Vice President, Marketing...

16/3,K/13 (Item 5 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 1999 The Gale Group. All rts. reserv.

04110809 Supplier Number: 45995652

Hiring out work will take among airlines, experts say
Arizona Republic (Phoenix, AZ), pD1
Dec 10, 1995
Language: English Record Type: Abstract
Document Type: Newspaper; Trade

ABSTRACT:

...circa-1990 recession emphasized the need for cost-cutting outsourcing of supplementary functions such as **maintenance**, accounting, legal work and catering. America West Airlines, which plans to cut some 500 jobs, tapped Tramco (Everett, WA), a subsidiary of B.F. Goodrich Co., for its heavy **maintenance** in a move that evoked doubts on competitiveness of Tramco **mechanics** by their laid-off America West counterparts. Analysts say outsource-mulling airline firms must address concerns on continued direct **interaction** with **customers**, safety, and quality of service.
...

16/3,K/14 (Item 1 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)
(c) 1999 The Gale Group. All rts. reserv.

01212055 SUPPLIER NUMBER: 05014252 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Quicker response time major benefit of mainframe software development on PC.
Gabel, David
PC Week, v4, n26, p96(2)
June 30, 1987
ISSN: 0740-1604 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 890 LINE COUNT: 00069

...ABSTRACT: work independent of others and without having to fight for access to the mainframe. Developing **interactive Customer** Information Control System (CICS) applications for mainframes on microcomputers increases the productivity of programmers because they need not work with a system **maintenance person** to set up the CICS file tables. Microcomputer CICS applications development also eliminates the chance...

16/3,K/15 (Item 1 from file: 624)
DIALOG(R)File 624:McGraw-Hill Publications
(c) 1999 McGraw-Hill Co. Inc. All rts. reserv.

00824361
America West To Open Two More Maintenance Shops Following Audits
Aviation Daily January 2, 1997; Pg 5; Vol. 327, No. 1
Journal Code: AD ISSN: 0193-4597
Word Count: 222 *Full text available in Formats 5, 7 and 9*

TEXT:

...to serve as a spare.
Goodmanson said the initiatives follow a "challenging" summer and involve **input** from employees, **customers**, FAA and the Defense Department following their respective audits in July and September. America West...
... and flight attendants, and it is hiring about 380 reservation sales agents, he said. Fifteen **mechanics** and two supervisors will staff the two new **maintenance** shops. Current employees will have the opportunity to bid for the positions before the airline...

16/3,K/16 (Item 1 from file: 621)
DIALOG(R)File 621:Gale Group New Prod. Annou. (R)
(c) 1999 The Gale Group. All rts. reserv.

01344903 Supplier Number: 46132922 (USE FORMAT 7 FOR FULLTEXT)
Giga Information Group Launches New IT Industry Paradigm for Strategic Knowledge Delivery; IT Knowledge Provider Transforms Traditional Market

Analysis Model.

Business Wire, pN/A

Feb 8, 1996

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 862

(USE FORMAT 7 FOR FULLTEXT)

TEXT:

...BUSINESS WIRE)--Feb. 8, 1996--Giga Information Group today introduced a breakthrough approach to IT **advisory services** that represents a major advancement over traditional market research and analysis. The Giga service model...

...to Giga's unified, integrated knowledge base via a fully interactive Internet delivery platform. Giga **Advisory services** offers a broad range of analysis on emerging and established technologies, including intranets, workgroup computing...

...retrieve relevant industry content, and keep abreast of breaking news in specific areas. By enabling **interactive** collaboration among Giga analysts, **clients**, partners and third-party experts, GigaWeb generates a complete library of "living research." Unlike the...

...evolves as market conditions change. --Price/Performance: Giga Information Group maximizes customers' investment in IT **advisory services** through a simplified and cost-effective pricing model. With a price/performance goal 25-50...

...the industry and will aim to reduce price per unit of function each year. Giga **Advisory Service** Giga's **Advisory Service** forms the core of Giga's research system. Giga possesses a powerful database and electronic...

...inquiries are managed by Giga's Knowledge Center, ensuring timely responses that specifically address member **requests**. Additional **Services** Giga complements its Giga Advisory offering with additional services which are available on a renewable...

16/3,K/17 (Item 1 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

(c)1999 The Gale Group. All rts. reserv.

09448009 SUPPLIER NUMBER: 19349787 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Are they being served? (customer satisfaction) (includes related article on First Direct's customer service)

Vliet, Anita van de

Management Today, p66(4)

Feb, 1997

ISSN: 0025-1925

LANGUAGE: English

RECORD TYPE: Fulltext; Abstract

WORD COUNT: 2754 LINE COUNT: 00220

... to competitors) or, more frequently, transaction-based (BT, for example, conducts some 13,500 telephone **interviews** monthly with **customers** who have asked for a **service** or fault repair, made a **request** or a complaint). They may be conducted by telephone or on paper, or both. But the key is that they should be couched in words that **customers** actually use, asking **questions** which make sense to them. Only then will the scoring mean something, remarks Graham Clark...

...be straightforward and jargon-free: bear in mind that customers are not interested in the **mechanics** of how you run your business, but in what it offers them. The survey should...

16/3,K/18 (Item 2 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

(c)1999 The Gale Group. All rts. reserv.

07597032 SUPPLIER NUMBER: 15894541 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Contract logistics: it's all about costs. (includes list of logistics companies) (White Paper Report)
Bradley, Peter
Purchasing, v117, n6, p56A3(10)
Oct 20, 1994
ISSN: 0033-4448 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 6749 LINE COUNT: 00560

... that."
Thurston says he typically sees potential customers asking what he views as the wrong **questions**. "When a **customer** puts out a **request** for **service**, he's interested in the **mechanics** of transportation, warehousing, and cost. Once we start the analysis, we can show other software...

16/3,K/19 (Item 3 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)1999 The Gale Group. All rts. reserv.

07483661 SUPPLIER NUMBER: 15638377 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Distributors and designers: an ongoing partnership.
Connor, M.
Hydraulics & Pneumatics, v47, n7, p46(2)
July, 1994
ISSN: 0018-814X LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 1072 LINE COUNT: 00091

... capabilities.
The survey also explored customers' attitudes on a variety of issues in opinion-type **questions**. Most **customers** surveyed believe that distributors do add value to the distribution channel. In addition, they do ...

...of respondents agreed that fluid power distributors were adequately active with their engineering and/or **maintenance personnel**. Only a third of those surveyed depend exclusively on their own personnel for technical problem...

16/3,K/20 (Item 4 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)1999 The Gale Group. All rts. reserv.

06223004 SUPPLIER NUMBER: 14324999 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Management advisory services: a new part of your practice? (Accounting Scene)
Schwartz, Marlyn A.
National Public Accountant, v37, n9, p6(1)
Sept, 1992
ISSN: 0027-9978 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 555 LINE COUNT: 00043

... The design of an effective business plan can readily aid in business growth.
Sometimes the **client** will ask **questions** looking for informal business advice, but which readily lend themselves to a situation where the ...

...client's books may see an area where he/she can offer additional assistance and **services**. In **order** to "advise" a client, the accountant must be knowledgeable about the clients business. Depending on the complexity of the management **advisory services**, the accountant must be reasonably certain that he/she understands the totality of the situation...

16/3,K/21 (Item 5 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)1999 The Gale Group. All rts. reserv.

06021356 SUPPLIER NUMBER: 12739017
Decorative delights. (popularity of Victorian-style houses) (Roofing)
Hooker, Steve
Building, v257, n39, pS15(2)
Sept 25, 1992
ISSN: 0007-3318 LANGUAGE: ENGLISH RECORD TYPE: ABSTRACT

...ABSTRACT: designs, such as finials, ornamental ridge tiles and barge boards. This is due to increased **consumer input** into the design of property and a move away from conventional design. Many commercial housebuilders are offering traditional homes, such as Higgs and Hill Homes and Lovell Homes. **Maintenance** is no longer a problem as Redland have introduced a range of concrete finials that are **mechanically** fixed and storm-proof.

16/3,K/22 (Item 6 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)1999 The Gale Group. All rts. reserv.

05438533 SUPPLIER NUMBER: 11137482 (USE FORMAT 7 OR 9 FOR FULL TEXT)
The changing roles of "online coordinators."
Beaubien, Denise M.
Online, v15, n5, p48(5)
Sept, 1991
ISSN: 0146-5422 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
WORD COUNT: 3188 LINE COUNT: 00283

... traditional tasks.
CHANGES IN ASSIGNMENTS OF PARAPROFESSIONALS
Some libraries hire student assistants for handling the **mechanical** aspects such as **inputting** searches, teaching **patrons** how to use function keys, performing basic **maintenance**, clearing paper jams, etc. Most student assistants are taught to refer questions regarding search strategy...

...selection. The roles of paraprofessionals vary by institution as always, and range from handling the **mechanical** aspects to teaching basic search strategy. In some libraries, paraprofessionals did not run mediated searches...

16/3,K/23 (Item 7 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)1999 The Gale Group. All rts. reserv.

04607936 SUPPLIER NUMBER: 09154387 (USE FORMAT 7 OR 9 FOR FULL TEXT)
"Preventive" payoff is big: BN's "total package of freight car preventive maintenance" is wresting greater productivity from a fleet of fewer, better maintained units. (Burlington Northern Railroad)
Welty, Gus
Railway Age, v191, n6, p34(3)
June, 1990
CODEN: RAAGA ISSN: 0033-8826 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
WORD COUNT: 2116 LINE COUNT: 00157

... Planning for the shop program, Bauer and Ray Coulter say, is today market-driven, with **input** from **customers** through BN's marketing group. And, starting about three years ago BN's **Mechanical** Department has done an effective selling job in getting funds for expanded preventive-**maintenance** and repair programs, calling attention to the fact that equipment was deteriorating, that rejections were...

16/3,K/24 (Item 8 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)1999 The Gale Group. All rts. reserv.

04500908 SUPPLIER NUMBER: 08049130 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Third annual 1990 directory of human resources services, products and suppliers. (directory)
Personnel, v67, n1, p41(109)
Jan, 1990
DOCUMENT TYPE: directory ISSN: 0031-5702 LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 105313 LINE COUNT: 10071

... 887-6667
Contact: Ms. Jeanne O'Donnell, Executive Director
Provide corporate paid outplacement consulting to **clients** referred by respective corporations.
Louis LeHane, President
Career Advancement Sciences, Inc., Six Market Sq., Pittsburgh...aviation employment information service, provides computer referral, contingency placement, and outplacement services for pilots, aviation **maintenance personnel**, and flight attendants.
Products include: Salary Surveys, Job Reports,

16/3,K/25 (Item 9 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)1999 The Gale Group. All rts. reserv.

01879818 SUPPLIER NUMBER: 02963128 (USE FORMAT 7 OR 9 FOR FULL TEXT)
State of the art: technology.
Broadcasting, v105, p51(12)
Oct 10, 1983
ISSN: 0007-2028 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 8754 LINE COUNT: 00677

... hitachi system is metal-particle tape, which was developed for the universally accepted 8 mm **consumer** videocassette standard. However, **questions** have been raised about the stability and availability of the unproved metal-particle tape. Some...time of its system.) In the meantime, the working group will work on electrical and **mechanical** specifications for a docking mechanism for the quarter-inch recording cameras that would permit interchange...

...see the establishment of a universal docking mechanism. The working group, he says, hopes to **complete work** on the docking mechanism by June 1985 and settle on a single quarter-inch format...

16/3,K/26 (Item 1 from file: 160)
DIALOG(R)File 160:Gale Group PROMT(R)
(c) 1999 The Gale Group. All rts. reserv.

01772830
Today's design systems keep all parties involcved on a daily basis
Pulp & Paper September, 1987 p. 60-62
ISSN: 0033-4081

... and MODE CAD systems will facilitate mill design and layout by letting design teams and **clients** to **interact** from different locations and by allowing visualization of the model plant during the whole design...

... a common database. acts as a project manager between engineering sectors for architectural, structural, **mechanical** /piping process, field instrumentation, control systems and power engineering. The DATMO system, or data modeling...

... loading into a client's computer to design the parameters of construction, production, accounting and **maintenance** operations. It is a functional management tool that can be used through the lifetime of...
?

File 351:DERWENT WPI 1963-1999/UD=, UM=, & UP=199945
 (c) 1999 Derwent World Patent Ltd
 File 344:Chinese Patents ABS Apr 1985-1999/Nov
 (c) 1999 European Patent Office
 File 347:JAPIO Oct 1976-1999/Jul.(UPDATED 991027)
 (c) 1999 JPO & JAPIO

Set	Items	Description
S1	2438	(INTERACTIVE? OR QUERY? OR QUESTION? OR INTERACT? OR INQUIRY? OR INTERVIEW? OR INPUT?) (N4) (CUSTOMER? OR CONSUMER? OR SHOPPER? OR CLIENT? OR PATRON?)
S2	91447	(EQUIPMENT? OR CAR? ? OR VEHICLE? OR VAN OR TRUCK? OR AUTOMOBILE?) (N4) (DATA OR INFORMATION? OR PROBLEM?)
S3	6460	(PREPAR? OR DEVELOP? OR PRODUCE? OR FORMULAT? OR PERFORM? - OR SCHEDUL?) (N5) (WORK()ORDER? OR WORK()REQUEST? OR WORK?(N)- AUTHORIZATION? OR SERVICE()REQUEST? OR SERVICE()ORDER? OR MAINTENANCE?)
S4	1721	S2 AND (MAINTENANCE? OR REPAIR?)
S5	288	S1 AND S2
S6	0	S5 AND S3
S7	2	S5 AND S4
S8	42	S2 AND ((INTERACT?) (N10) (WORKSTATION? OR COMPUTER?))
S9	2	S3 AND ((INTERACT?) (N10) (WORKSTATION? OR COMPUTER?))
S10	25	S8 NOT CARD?
S11	23	S10 NOT CARE
S12	1	S11 AND (VEHICLE? OR VAN? OR TRUCK? OR AUTOMOBILE?)
S13	5	S3 (N5) (COMPUTERIZ? OR AUTOMATED?)
?		

7/7/1 (Item 1 from file: 351)
DIALOG(R)File 351:DERWENT
(c) 1999 Derwent Info Ltd. All rts. reserv.

010772603 **Image available**
WPI Acc No: 96-269556/199628

Mobile data acquisition system for vehicle repair workshop - stores coded data, using menu-driven input unit, into portable customer -based data carrier, and reads in central computer

Patent Assignee: HILDISCH G (HILD-I)

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat	No	Kind	Date	Main IPC	Week
DE 29604270	U1	19960605					G06F-017/40	199628 B

Patent Details:

Patent	Kind	Lan	Pg	Filing	Notes	Application	Patent
DE 29604270	U1		13				

Abstract (Basic): DE 29604270 U

A motor vehicle (2) is driven into a garage (4) for **repair** by a customer (1). He seeks advice from the service foreman (3) about the servicing due or the **repair** required. This advice is usually free, even if some small action is needed.

If the brakes are faulty, the customer hands over the integrated circuit card or key (5) with all the relevant data, and the foreman inserts the integrated circuit **card** into a small portable **data** reader (6), with a read-write unit as the interface (10) and display unit (10) to show all the data, year, service history, make. This can be updated, when the **repair** is completed.

USE/ADVANTAGE - Suitable for businesses, garages and so on.

User-friendly, convenient, flexible and economical.

Dwg.1,2/3

Derwent Class: T01; T04

International Patent Class (Main): G06F-017/40

7/7/2 (Item 1 from file: 347)
DIALOG(R)File 347:JAPIO
(c) 1999 JPO & JAPIO. All rts. reserv.

05095117 **Image available**
CUSTOMER INFORMATION PROCESSING SYSTEM IN SALES SHOP

PUB. NO.: 08-050617 [JP 8050617 A]
PUBLISHED: February 20, 1996 (19960220)
INVENTOR(s): MOROHASHI YOSHIHARU

OBARA AKIYO
SAKAI SATOMI

APPLICANT(s): FUJITSU LTD [000522] (A Japanese Company or Corporation), JP (Japan)

APPL. NO.: 06-184838 [JP 94184838]
FILED: August 05, 1994 (19940805)

ABSTRACT

PURPOSE: To provide a customer information processing system for effectively utilizing **information** held by respective terminal **equipments** such as the **questionnaire** **information** of customers or the like, quickly and accurately preparing a merchandise estimate or a **repair** estimate, etc., improving service to the customers and reducing the labor of a person in charge by mutually linking the terminal equipments used in a showroom, a **repair** shop and an office in a sales shop, the sales shop of automobiles or the like for instance.

CONSTITUTION: This system is provided with the terminal equipment 2 provided with an input means 1 for inputting response information such as the name of the customer, an address and merchandise, etc., corresponding to sentence contents displayed on a screen for transmitting the inputted

response information the terminal equipment 5 business connected to the terminal equipment 2 by a communication and provided with an information registration means 4 for classifying the response, information transmitted from the terminal equipment 2 for the respective customers and registering it in a customer information storage means 3.

12/7/1 (Item 1 from file: 351)
DIALOG(R) File 351:DERWENT WPI
(c) 1999 Derwent Info Ltd. All rts. reserv.

008954738 **Image available**
WPI Acc No: 92-082007/199211

Automotive multiple memory selector with human interactive control - has bus connecting computer and memory to computer-controlled operator interactive control module and expanded memory

Patent Assignee: ADRAIN J B (ADRA-I); VON COLLN J (VCOL-I)

Inventor: ADRAIN J B; VON COLLN J

Number of Countries: 008 Number of Patents: 005

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Main IPC	Week
EP 474493	A	19920311	EP 91308141	A	19910905		199211 B
CA 2050126	A	19920307	CA 2050126	A	19910828	F02D-045/00	199224
US 5200900	A	19930406	US 90579072	A	19900906	G06F-015/20	199316
			US 92830552	A	19920130		
US 5293317	A	19940308	US 92830552	A	19920130	G06F-015/20	199410 N
			US 9333040	A	19930318		
US 5446665	A	19950829	US 9333040	A	19930318	B60K-041/00	199540 N
			US 94205686	A	19940303		

Priority Applications (No Type Date): US 90579072 A 19900906; US 92830552 A 19920130; US 9333040 A 19930318; US 94205686 A 19940303

Cited Patents: DE 3018275; DE 3407920; DE 3515040; US 4277829; US 4893600; WO 8904917

Patent Details:

Patent	Kind	Lan	Pg	Filing	Notes	Application	Patent
EP 474493	A		12				
Designated States (Regional): DE ES FR GB IT SE							
US 5200900	A		9	Cont of		US 90579072	
US 5293317	A		9	Cont of		US 92830552	
				Cont of			US 5200900
US 5446665	A		9	Cont of		US 9333040	
				Cont of			US 5293317

Abstract (Basic): EP 474493 A

The motor **vehicle** computer (10) is coupled to ROMs (12(1)...12(n)) using an address and control bus (14). The ROMs are selectively coupled to the **computer** subject to the control of a human **interactive** control module (16). The module is coupled to the ROMs and **vehicle** computer by a **data** /control and address bus (18) and is also coupled to the other bus (14).

The sets of operating parameters stored by the ROMs may include stock configuration, specially programmed higher economy and lower performance set, low emissions, valet parking configuration and security setting. The control module (16) allows the human operator to select any set of operating parameters in the ROMs to be supplied to the **vehicle** computer or, alternatively, to disconnect all of them to provide operating parameters directly to the computer from the control module.

ADVANTAGE - Control made more responsive to human operator. Can be retrofitted.

Dwg.1/4

Abstract (Equivalent): US 5446665 A

The device includes universal module coupled to bus for arbitrarily reconfiguring programmed control of ECU regardless of the design of the system in which the ECU is employed and universal module permitting selection of an additional operational protocol not originally included within the fixed system design. The universal module comprises at least

one preprogrammed memory for storing the additional program for use in controlling operation of the vehicle in a distinguishable protocol in addition to that provided by the originally provided program and in lieu of control provided by the originally provided program, and a control coupled only to the preprogrammed memory for selectively communicating the preprogrammed memory to the electronic control unit.

Operation of vehicle is changed by the control while the vehicle is in normal operation and after that becomes controlled according to the additional program in the preprogrammed memory in lieu of the originally provided program. The control comprises device for sensing a number of operating conditions, the protocol causing the vehicle to operate in a manner consistent with the sensed operating conditions according to the protocol.

ADVANTAGE - Appts can operate in selected mode according to arbitrary decisions of operator. Operator interactive control module allows operator to select one of a number of memories for coupling to automotive computer to control engine performance. User on-site customisation of engine control program is permitted by allowing direct down-loading of an engine control program into the automotive computer through the operator interactive control.

Dwg.1/4

US 5293317 A

The automotive computer is controlled by an arbitrarily selected engine control program according to arbitrary driver discretion. The bus connecting the computer and memory of a vehicle computer is connected to a computer-controlled operator interactive control module and an expanded memory. The operator interactive control module allows a human operator to select a memory for coupling to the vehicle computer to control engine performance.

User on-site customisation of the engine control program is permitted by allowing direct downloading of an engine control program into the automotive computer through the operator interactive control.

ADVANTAGE - Ability of vehicle computer for controlling engine is enhanced.

Dwg.1/4

US 5200900 A

The bus connecting the computer and memory of a automotive computer is connected to a computer controlled operator is connected to a computer controlled operator interactive control module and an expanded memory. The operator interactive control module allows a human operator to select one of a plurality of memories for coupling to the automotive computer to control engine performance.

User on-site customisation of the engine control program is permitted by allowing direct downloading of an engine control program into the automotive computer through the operator interactive control.

ADVANTAGE - Ability of automotive computer for controlling engine is enhanced by allowing automotive computer to be controlled by arbitrarily selected engine control program according to arbitrary driver discretion.

Dwg.1/3

Derwent Class: Q52; R26; T01; T06; X22

International Patent Class (Main): B60K-041/00; F02D-045/00; G06F-015/20

International Patent Class (Additional): F02D-041/26; G05B-019/04

9/7/1 (Item 1 from file: 351)

DIALOG(R)File 351:DERWENT WPI

(c) 1999 Derwent Info Ltd. All rts. reserv.

011591976 **Image available**

WPI Acc No: 98-009105/199801

Interactive computer program development system for real time debugging - produces novel type of translated structure called code object and incremental imager forming program image from code objects and their intermediate language symbols stored in persistent symbol table

Patent Assignee: ASYMETRIX CORP (ASYM-N); SUPERCEDE INC (SUPE-N)

Inventor: GUSTAFSSON N; HAMBY J; LAU P

Number of Countries: 076 er of Patents: 003

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Main IPC	Week
WO 9743711	A1	19971120	WO 97US7913	A	19970510	G06F-009/45	199801 B
AU 9728333	A	19971205	AU 9728333	A	19970510	G06F-009/45	199814
US 5848274	A	19981208	US 96608820	A	19960229	G06F-009/45	199905
			US 96645955	A	19960510		

Priority Applications (No Type Date): US 96645955 A 19960510; US 96608820 A 19960229

Patent Details:

Patent	Kind	Lan	Pg	Filing	Notes	Application	Patent
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WO 9743711	A1	E	59				
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Designated States (National): AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES FI GB GE GH HU IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK TJ TM TR TT UA UG UZ VN YU

Designated States (Regional): AT BE CH DE DK EA ES FI FR GB GH GR IE IT KE LS LU MC MW NL OA PT SD SE SZ UG

AU 9728333	A		Based on			WO 9743711	
------------	---	--	----------	--	--	------------	--

US 5848274	A		CIP of		US 96608820		
			CIP of			US 5764989	

Abstract (Basic): WO 9743711 A

The system replaces compilers, linkers and debugger used with conventional software development and includes a new program compilation system for producing a novel type of translated structure called code object (1010) and an incremental imager forming the program image from code objects and their intermediate language symbols (1000) stored in a persistent symbol table.

The compilation system operates on a conventional computer with a CPU, a monitor, a memory system and input devices. The system obviates the requirement to halt the execution of a program under **development** or during **maintenance** update to correct programming errors.

USE - Relates to run time execution environments for distributed target independent software applications.

ADVANTAGE - Enables real time debugging of program as it is compiled without need for developer to recreate error states.

Dwg.14/18

Derwent Class: T01

International Patent Class (Main): G06F-009/45

9/7/2 (Item 1 from file: 347)

DIALOG(R)File 347:JAPIO

(c) 1999 JPO & JAPIO. All rts. reserv.

03494837 **Image available**

MAINTAINING METHOD FOR INTERACTIVE SOFTWARE SYSTEM

PUB. NO.: 03-157737 [JP 3157737 A]

PUBLISHED: July 05, 1991 (19910705)

INVENTOR(s): ETANI SEIJI

APPLICANT(s): NEC CORP [000423] (A Japanese Company or Corporation), JP (Japan)

APPL. NO.: 01-299104 [JP 89299104]

FILED: November 16, 1989 (19891116)

ABSTRACT

PURPOSE: To prevent much time required for the inspection of a fault by reproducing the operating procedure of an **interactive** software system operated with a **computer** connected to a network in an **interactive** software system for maintenance environment in real time.

CONSTITUTION: The interactive software system 22 for operating environment and the interactive software 25 for maintenance environment are operated simultaneously with the operation of an operator 21. Therefore, the inspection and analysis of the cause of the fault can be **performed** by

enabling the maintenance engineer 26 of the maintenance environment to monitor procedure in real time until the fault occurs and to confirm the operating status of the interactive software system. Thereby, it is possible to quickly respond to the fault of the interactive software system generated at a remote place without necessitating much time in the inspection of the fault.

13/7/1 (Item 1 from file: 351)
DIALOG(R) File 351:DERWENT WPI
(c) 1999 Derwent Info Ltd. All rts. reserv.

011432535 **Image available**
WPI Acc No: 97-410442/199738

Paste coater for automatic pasting machine - has solenoid valve to control passage of skid which is operated by paper sending signal given by computer and synchronizing signal given by main shaft which drives chain of conveyor

Patent Assignee: TOKYO SHUPPAN KIKAI KK (TOKS-N)

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Main IPC	Week
JP 9183277	A	19970715	JP 95354782	A	19951231		199738 B

Priority Applications (No Type Date): JP 95354782 A 19951231

Patent Details:

Patent	Kind	Lan	Pg	Filing Notes	Application	Patent
JP 9183277	A		4			

Abstract (Basic): JP 9183277 A

The coater consists of a loading stand (3) which stocks necessary printed matter (2a) and paste up (2b) which have to be collated. A conveyor (4) draws out the printed matter and paste up and is driven by a synchronized signal from a main shaft (11) which drives the conveyor chain and a coupled encoder (12).

During passage through conveyor, a paste up paper signal is output from a control unit (13) built-in computer. A paste liquid spray nozzle (5) receives supply of compressed air which applies necessary pressure. Solenoid valve controls the coating of paste at a set position and stops supply of liquid paste after coating paste up paper.

ADVANTAGE - Simplifies maintenance management. Enables unskilled worker to perform computerized operation, easily.

Dwg.1/1

Derwent Class: P42; P76; X25

International Patent Class (Main): B42C-009/00

International Patent Class (Additional): B05C-005/00

13/7/2 (Item 2 from file: 351)
DIALOG(R) File 351:DERWENT WPI
(c) 1999 Derwent Info Ltd. All rts. reserv.

011096348 **Image available**
WPI Acc No: 97-074273/199707

Automatic formation method of data maintenance tool used in automated software development - involves forming data maintenance rule to perform reference, updating of file according to format of predetermined programming language

Patent Assignee: NEC CORP (NIDE)

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Main IPC	Week
JP 8320785	A	19961203	JP 95127649	A	19950526	G06F-009/06	199707 B

Priority Applications (No Type Date): JP 95127649 A 19950526

Patent Details:

Patent	Kind	Lan	Pg	Filing Notes	Application	Patent
JP 8320785	A		5			

Abstract (Basic): JP 8320

The method involves analysing the configuration of data structure description part (10) of a predetermined programming language. The analysis result is then translated. The translation result is compiled and linked with pre-prepared user interface part (40).

A data maintenance rule which performs reference, updating to the file according to the format of the predetermined programming language is thus formed.

ADVANTAGE - Is highly reliable. Maintains data in intelligible way. Increases efficiency of user interface. Eliminates bugs in tool mfg process.

Dwg.1/1

Derwent Class: T01

International Patent Class (Main): G06F-009/06

International Patent Class (Additional): G06F-011/28

13/7/3 (Item 3 from file: 351)

DIALOG(R)File 351:DERWENT WPI

(c) 1999 Derwent Info Ltd. All rts. reserv.

007972512

WPI Acc No: 89-237624/198933

Non-porous glass mass mfr. - involves charging globules into mould and heat fusing at controlled viscosity

Patent Assignee: FGK KK (FGKF-N)

Number of Countries: 001 Number of Patents: 002

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Main IPC	Week
JP 1172236	A	19890707	JP 87303485	A	19871201		198933 B
JP 92081533	B	19921224	JP 87303485	A	19871201	C03B-019/06	199304

Priority Applications (No Type Date): JP 87303485 A 19871201

Patent Details:

Patent	Kind	Lan	Pg	Filing Notes	Application	Patent
JP 1172236	A		6			
JP 92081533	B		4	Based on		JP 1172236

Abstract (Basic): JP 1172236 A

Glass globules are charged into a setter or mould, exhibiting release properties, and heat-fused at glass viscosity of 10 power(2) - 10 power(5) poises.

ADVANTAGE - Completely amorphous glass mass containing no foam and cord is **produced** under easy prodn. **maintenance** and in simple **automated** process.

0/0

Derwent Class: L01

International Patent Class (Main): C03B-019/06

International Patent Class (Additional): C03B-032/00

13/7/4 (Item 4 from file: 351)

DIALOG(R)File 351:DERWENT WPI

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004345073

WPI Acc No: 85-171951/198529

Transport container for sticky material - has holding and dispensing zones, using vibrator to maintain level for dispensing robot

Patent Assignee: TRAUTMANN J (TRAU-I)

Inventor: ALGAIER V; NITSCHKE W; WINKLER K

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Main IPC	Week
DD 219998	A	19850320	DD 258675	A	19831227		198529 B

Priority Applications (No Type Date): DD 258675 A 19831227

Abstract (Basic): DD 2199

The bulk container with level control uses a gripping mechanism for dispensing regulated quantities. Vibration is used to maintain the level for automated handling. The container is in two sections forming holding and discharge zones.

By adjusting the height of the charge by vibration, the level of the material inside can be matched to the gripping height of the robot.

USE - for **automated preparation** and **maintenance** processes for storing and automatically dispensing the material.

1

Derwent Class: Q35

International Patent Class (Additional): B65G-003/04

13/7/5 (Item 5 from file: 351)

DIALOG(R)File 351:DERWENT WPI

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004290717

WPI Acc No: 85-117595/198520

Continuous electroplating plant for small articles - using sequential barrel processing units

Patent Assignee: FOLCO L (FOLC-I)

Inventor: RENIERO C S

Number of Countries: 008 Number of Patents: 004

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Main IPC	Week
EP 141406	A	19850515	EP 84113159	A	19841101		198520 B
US 4559122	A	19851217	US 84665835	A	19840929		198602
IT 1181469	B	19870930					199038
IT 1181470	B	19870930					199038

Priority Applications (No Type Date): IT 8384975 A 19831107; IT 8384974 A 19831107

Cited Patents: FR 2446871; FR 844447; US 4062752; US 4399828

Patent Details:

Patent	Kind	Lan	Pg	Filing	Notes	Application	Patent
EP 141406	A	E	19				

Designated States (Regional): AT CH DE FR GB LI

Abstract (Basic): EP 141406 A

A plant for the continuous electro-plating of small metal articles consists of a number of processing units in sequence, e.g. a pre-treatment unit, a plating unit, and a passivating or colouring unit. Each unit consists of an elongated barrel, rotating about its longitudinal axis. Inside a spiral is rigidly mounted to the side-wall, acting as a conveyor to move the articles from loading to discharge end. Liquid electrolyte passes through rows of perforations in the drum. These communicate with enclosed channels along the outside, containing rods of plating metal, or with a tank ment which the drum is partially immersed.

USE/ADVANTAGE - Using plastic barrels and spirals, this plant is easy to **produce**, and needs minimum **maintenance**. It is suitable for fully **automated** operation, and may be installed outdoors. Compared with existing plant, processing time is reduced, and the equip lends itself to ultrasonic cleaning and pretreatment of the articles rather than chemical.

0/8

Abstract (Equivalent): US 4559122 A

Continuous-cycle electroplating plant has a horizontal tubular body, with a central opening for a flexible pipe at the inlet end. Loose metal material to be plated passes from a chute into the barrel, which has an uninterrupted spiral wall from end to end. The outlet tapers and has a central discharge opening. On the outside of the barrel are a number of longitudinal seats, covering parts of the barrel which are perforated to allow liquid to pass. Plating metal in the form of balls or bars is held within the seats and in contact with one pole of the electrical supply.

ADVANTAGE - Depos rate is improved and plant be operated
automatically in outdoor locations. (7pp)

Derwent Class: M11; Q35

International Patent Class (Additional): B65G-047/14; B65G-049/04;
C25C-000/00; C25D-017/22

?

File 15:ABI/INFORM(R) 1999/Nov 09
 (c) 1999 Bell & Howell
 File 16:Gale Group PROMT(R) 1990-1999/Nov 09
 (c) 1999 The Gale Group
 File 148:Gale Group Trade & Industry DB 1976-1999/Nov 09
 (c)1999 The Gale Group
 File 275:Gale Group Computer DB(TM) 1983-1999/Nov 09
 (c) 1999 The Gale Group
 File 647:CMP Computer Fulltext 1988-1999/Oct W5
 (c) 1999 CMP
 File 674:Computer News Fulltext 1989-1999/Sep W3
 (c) 1999 IDG Communications
 File 160:Gale Group PROMT(R) 1972-1989
 (c) 1999 The Gale Group
 File 621:Gale Group New Prod.Annou.(R) 1985-1999/Nov 09
 (c) 1999 The Gale Group
 File 636:Gale Group Newsletter DB(TM) 1987-1999/Nov 09
 (c) 1999 The Gale Group

Set	Items	Description
S1	2503	(INTERACTIV?) AND ((EQUIPMENT? OR CAR OR VEHICL? OR AUTOMO- BILE? OR TRUCK?) (N5) (DIAGNOS? OR FIX? OR REPAIR?))
S2	419	S1 (N25) (WORK()ORDER? OR SERVICE?()REQUEST? OR MAINTENANC- E? OR SERVICE?(N)ORDER? OR WORK?(N)AUTHORIZATION?)
S3	122	S2 (S) (CAR OR AUTOMOBILE? OR VEHICL? OR TRUCK?)
S4	6	S3 (S) (COMPUTERIZ? OR AUTOMATED?)
S5	5	RD (unique items)
?		

5/3,K/1 (Item 1 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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01413484 Supplier Number: 41687303 (USE FORMAT 7 FOR FULLTEXT)

Vehicle Diagnostics - The Other Approach

PRS Automotive Service, pN

Nov 21, 1990

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 349

(USE FORMAT 7 FOR FULLTEXT)

TEXT:

Christopher W Ferrone, Director of Engineering Services at Americoach Systems, presented a paper entitled "**Vehicle Diagnostics - The Other Approach**", at the recent SAE **Truck** and Bus Meeting and Exposition in Detroit, Michigan. The paper deals with the need for expert systems in the heavy **truck** and bus industry, particularly with the advent of revised emission standards and requirements for heavy...

...the implementation of commercially available expert systems for the diagnosis of class 7 and 8 **vehicles**. The four main sections of the paper deal with the applicability of AI/KB (Artificial Intelligence?Knowledge Based) programs used for **vehicle** diagnose mechanically controlled power modules and their related interactivities with the **vehicle** and, finally, the overall advantages of using an expert system to diagnose **vehicle** failures and the future capabilities of the systems. With the trend leaning towards "clean burn...

...analyzer than a fault recorder for non reportable performance failures and are also able to **diagnose** failures when the **vehicle** is miles from the **maintenance** facility and cannot be interfaced with the reader tool. Americoach Systems has developed its ETA **computerized** system which includes diagnostic modules for engines, transmissions, air conditioning, engine oil analysis, turbochargers and...

5/3,K/2 (Item 1 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)1999 The Gale Group. All rts. reserv.

07280513 SUPPLIER NUMBER: 16027032 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Making choices. (transportation equipment)

Skydel, Seth

Modern Brewery Age, v45, n20, pS6(1)

May 16, 1994

ISSN: 0026-7538 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

WORD COUNT: 798 LINE COUNT: 00066

... more information, call the Goodyear Tire/Vehicle Tracking System Hotline at 800-552-2032).

Among **vehicle** manufacturers, **computerized** specing programs are now being joined by other electronic support services. Most recently, for instance, Freightliner Corporation unveiled ServicePro. The **computerized** program will enable **maintenance** personnel to more easily **diagnose vehicle**, system and component problems as well as generate repair orders, check parts inventory and access...

5/3,K/3 (Item 2 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)1999 The Gale Group. All rts. reserv.

06219806 SUPPLIER NUMBER: 13277508 (USE FORMAT 7 OR 9 FOR FULL TEXT)

U.S. mergers and acquisitions. (The M&A Rosters: First Quarter 1992)

Mergers & Acquisitions, 27, n1, 65(69)

July-August, 1992

ISSN: 0026-0010 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
WORD COUNT: 79730 LINE COUNT: 07395

... conduit or mechanical pipe penetrates a wall or floor. It provides shallow water diving and **maintenance** services, such as underwater welding, pier, and piling **repair**. It manufactures silicone elastomeric solids, foam sheets, and tape and silicone-based reinforced products. It...

...not disclosed. Principals: Flow International designs, manufactures, markets, and services ultrahigh-pressure waterjet systems for **automated** factory cutting of a variety of nonmetallic and metallic materials. Its systems are sold primarily...through the McCullagh subsidiary of its General Electric Capital Corp. unit, acquired the 2,300-**vehicle** lease portfolio of Ballas Leasing for \$23 million. Principals: General Electric is a diversified manufacturer...

...materials and varied service businesses. Its aerospace services and products include electronics, armament systems, military **vehicle** equipment, **automated** test systems, missile systems components, spacecraft, communications systems, radar, sonar, systems integration, avionics, computer software...

...the largest corporate fleet management company in North America, with more than 500,000 cars, **trucks**, and specialty **vehicles** under the lease, management, and administrative services. It has 44 offices in the U.S. and Canada. McCullagh, its regional service network, is headquartered in Detroit, Mich. The 2,300-**vehicle** lease portfolio is owned by privately held Ballas Leasing. Its office locations will be merged...

5/3,K/4 (Item 3 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)1999 The Gale Group. All rts. reserv.

03526826 SUPPLIER NUMBER: 06360758 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Defense firm Analytics going public; Willow Grove company seeks \$5.9 million through IPO. (company profile)

Armstrong, Michael W.

Philadelphia Business Journal, v6, n43, p1(2)

Jan 11, 1988

DOCUMENT TYPE: company profile ISSN: 0744-3587 LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT

WORD COUNT: 1098 LINE COUNT: 00090

... now in development:

The company is testing devices that use artificial intelligence to help technicians **repair** tanks, **trucks** and airplanes. Its **Automated Intelligent Maintenance** System is an **interactive maintenance** system combining voice recognition, voice response and expert systems technology. Analytics says the device has the potential to reduce the time and human skill levels needed to repair the **vehicles**.

Analytics is producing on a limited scale its Electronic Portable Information Center, a portable radio...

5/3,K/5 (Item 1 from file: 636)
DIALOG(R)File 636:Gale Group Newsletter DB(TM)
(c) 1999 The Gale Group. All rts. reserv.

04023395 Supplier Number: 53271523 (USE FORMAT 7 FOR FULLTEXT)

-MICROSOFT: MSN CarPoint Personal Auto Page wins big with customers.

M2 Presswire, pNA

Nov 25, 1998

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 613

(USE FORMAT 7 FOR FULLTEXT)

TEXT:

...program's greatest strength. A month after introducing the industry's first personalized Web-based **car** maintenance program on the MSN CarPoint online automotive service (<http://carpoint.msn.com/>), Microsoft Corp...

...than 30,000 consumers have registered their cars with the site's Personal Auto Page **car** -maintenance program. The Personal Auto Page automatically tracks consumers' auto service schedules and manufacturer recalls...

...of the Personal Auto Page makes MSN CarPoint one of the industry's most comprehensive **car** -buying and maintenance Web sites. "Customer delight and satisfaction were our motivating factors in designing...

...really resonates with consumers." "The MSN CarPoint Personal Auto Page is an important differentiator among **car** -buying Web sites," said Gary Arlen, president of Arlen Communications Inc., a Bethesda, Md., research...

...We expect consumers will appreciate the new features that provide even more control over their **car** -buying experience. CarPoint has used its technology to simplify a process that customers often find...

...the new Personal Auto Page is based on the following features and benefits: * Unique personalized **car** -maintenance information * **Automated** e-mail notification, reminding consumers when to service their cars * Quick speed and ease of...

...Page provides the following services to customers of MSN CarPoint who have e-mail accounts: * **Automated** e-mail notification of upcoming scheduled maintenance * **Automated** e-mail notification of auto manufacturer recalls from the National Highway Traffic Safety Administration * Detailed...

...About MSN CarPoint MSN CarPoint is a comprehensive automotive Web site that offers consumers complete **car** -buying and ownership information. It is part of the MSN network of Internet services. Launched...

...consumers fast, convenient access to detailed specifications, reviews from leading automotive journalists, detailed pricing information, **interactive** decision-making tools, buying services for new and used cars, tools to simplify **car** maintenance and repair, and financing and insurance information. The site's free new-**car** buying service allows consumers to get a competitive price - without haggling or hassles - from the...

?

Set	Items	Description
S1	1082	(INTERACTIVE? OR QUERY? OR QUESTION? OR INTERACT? OR INQUIRY? OR INTERVIEW? OR INPUT?) (N4) (CUSTOMER? OR CONSUMER? OR SHOPPER? OR CLIENT? OR PATRON?)
S2	14806	(EQUIPMENT? OR CAR? ? OR VEHICLE? OR VAN OR TRUCK? OR AUTOMOBILE?) (N4) (DATA OR INFORMATION? OR PROBLEM?)
S3	2774	(PREPAR? OR DEVELOP? OR PRODUCE? OR FORMULAT? OR PERFORM? - OR SCHEDUL?) (N5) (WORK()ORDER? OR WORK()REQUEST? OR WORK?(N) - AUTHORIZATION? OR SERVICE()REQUEST? OR SERVICE()ORDER? OR MAINTENANCE?)
S4	2310	S2 AND (MAINTENANCE? OR REPAIR?)
S5	300	S1 AND S2
S6	31	S5 AND S3
S7	109	S5 AND S4
S8	6	S6 NOT (CARD? OR CARE?)
?		

8/3,K/1

DIALOG(R)File 348:European Patents
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00965329

ORDER fax of complete patent from Dialog SourceOne. See HELP ORDER 348

**INFORMATION TRANSFER SYSTEM USED IN FACTORY
INFORMATIONSUBERTRAGUNGSSYSTEM FUR EINE FABRIK
SYSTEME DE TRANSFERT D'INFORMATION POUR UNE USINE**

PATENT ASSIGNEE:

FANUC LTD, (241244), 3580, Shibokusa Aza-komanba, Oshino-mura,
Minamitsuru-gun, Yamanashi 401-05, (JP), (applicant designated states:
DE)

INVENTOR:

KAMIGUCHI, Masao, 1517-13, Funatsu, Kawaguchiko-machi, Minamitsuru-gun,
Yamanashi 401-03, (JP)

SAITO, Osamu, Fanuc Manshonharimomi, Rm 9-308, 3533-2, Shibokusa,
Oshino-mura, Minamitsuru-gun, Yamanashi 401-05, (JP)

KUKITA, Atsuyuki, Fanuc Dai3virakaramatsu, 3527-1, Dhibokusa, Oshino-mura
, Minamitsuru-gun, Yamanashi 402-05, (JP)

LEGAL REPRESENTATIVE:

Billington, Lawrence Emlyn et al (28332), Haseltine Lake & Co., Imperial
House, 15-19 Kingsway, London WC2B 6UD, (GB)

PATENT (CC, No, Kind, Date): EP 890413 A1 990113 (Basic)

WO 9824586 980611

APPLICATION (CC, No, Date): EP 97946086 971203; WO 97JP4424 971203

PRIORITY (CC, No, Date): JP 96336245 961203

DESIGNATED STATES: DE

INTERNATIONAL PATENT CLASS: B23Q-041/00; G05B-015/02; G05B-019/05;

G06F-017/60; B65G-001/137;

ABSTRACT WORD COUNT: 143

LANGUAGE (Publication,Procedural,Application): English; English; Japanese

FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	9902	488
SPEC A	(English)	9902	11178
Total word count - document A			11666
Total word count - document B			0
Total word count - documents A + B			11666

ORDER fax of complete patent from Dialog SourceOne. See HELP ORDER 348

...SPECIFICATION for making sure of required communication is dependent
entirely on the hardware, there arises a **problem** that an **equipment**
for the hardware needs quite an expense, while the complicated hardware
makes it difficult to **perform maintenance** and inspection.

Further, information to be transmitted is stored in storage means,
e.g., a...

...cannot transship the stocks to or from another conveyance means, e.g.,
an automatic guided **vehicle**, there arises a **problem** that an
installation of an equipment for constituting an automated system needs
quite an expense...storage means under control of the centralized
controller B, while regarding the other controllers as **client** machines
to **input** and output information through the centralized controller B.

While internal information in all of the...

8/3,K/2

DIALOG(R)File 348:European Patents
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00804205

ORDER fax of complete patent from Dialog SourceOne. See HELP ORDER 348

Asset tracking data reduction and dissemination service

Guterortungsdatenreduktions- und Ubertragungsdienst

Service de reduction de donnees de localisation de biens et de

dissemination

PATENT ASSIGNEE:

GENERAL ELECTRIC COMPANY, (203903), 1 River Road, Schenectady, NY 12345,
(US), (applicant designated states: DE;FR;SE)

INVENTOR:

Welles II, Kenneth Brakeley, 104 Hetcheltown Road, Scotia, New York 12302
, (US)

Hershey, John Erik, 4 Vines Road, Ballston Lake, New York 12019, (US)

LEGAL REPRESENTATIVE:

Goode, Ian Roy et al (31098), GE London Patent Operation, Essex House,
12/13 Essex Street, London WC2R 3AA, (GB)

PATENT (CC, No, Kind, Date): EP 748080 A1 961211 (Basic)

APPLICATION (CC, No, Date): EP 96303806 960529;

PRIORITY (CC, No, Date): US 487741 950607

DESIGNATED STATES: DE; FR; SE

INTERNATIONAL PATENT CLASS: H04L-012/28; G08G-001/127; G01S-005/14;

G06F-017/60; B61L-025/02;

ABSTRACT WORD COUNT: 256

LANGUAGE (Publication,Procedural,Application): English; English; English

FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	EPAB96	502
SPEC A	(English)	EPAB96	4660
Total word count - document A			5162
Total word count - document B			0
Total word count - documents A + B			5162

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...SPECIFICATION to facilitate interrogation of each car as it passes a way station and supply the **car** 's identification (ID). This **information** is then transmitted by a radiated signal or land line to a central station which...be delivered to the customer. In a preferred implementation, the central station operates in an **interactive** mode with the **customers** . The processed data may take the form of textual reports, exception reporting, graphical display, etc...diagram of mobile tracking unit 10 which includes a navigation set 50 capable of generating **data** substantially corresponding to the **vehicle** location. Choice of navigation set depends on the particular navigation system used for supplying navigation...

...56 only while the asset is in motion. Transceiver 52 is capable of transmitting the **vehicle** location **data** by way of communication link 14 (Figure 1) to the central station. If a GPS...affecting delivery of the final product. In a preferred implementation, the service operates in an **interactive** mode with the **customers** , represented in Figure 4 by a data input terminal 106 connected to data processing facility...in arbitrating disputes between shippers and end users concerning potential damage mechanisms.

Railcar Owners - Location **information** and **car** wheel health assessment is of significant value to railcar owners to allow **scheduling** of **maintenance** in the most cost-effective predictive mode, thereby increasing efficiency and productivity.

Railbed Owners -- Railbed...

...accelerometer data is critical in order to learn of track maintenance needs and to prioritize **maintenance** activities.

Information **development** and service manager 1045 generates data specific to each customer. This involves a data reduction...

8/3,K/3

DIALOG(R) File 348:European Patents

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00435351

ORDER fax of complete patent from Dialog SourceOne. See HELP ORDER 348

Financial data processing system using payment coupons.
Verarbeitungssystem für finanzielle Daten mit Zahlscheinen.
Système de traitement de données financières utilisant des coupons de
paiement.

PATENT ASSIGNEE:

REMITTANCE TECHNOLOGY CORPORATION, (1287680), 17682 Mitchell No 203,
Irvine, California 92714, (US), (applicant designated states:
AT;BE;CH;DE;DK;ES;FR;GB;GR;IT;LI;LU;NL;SE)

INVENTOR:

Josephson, Stanley M., 4024 Myerwood Lane, Dallas, Texas 75244, (US)

LEGAL REPRESENTATIVE:

Williams, Trevor John et al (37752), J.A. KEMP & CO. 14 South Square
Gray's Inn, London WC1R 5LX, (GB)

PATENT (CC, No, Kind, Date): EP 481135 A1 920422 (Basic)

APPLICATION (CC, No, Date): EP 90311349 901017;

PRIORITY (CC, No, Date): EP 90311349 901017

DESIGNATED STATES: AT; BE; CH; DE; DK; ES; FR; GB; GR; IT; LI; LU; NL; SE

INTERNATIONAL PATENT CLASS: G07F-007/10; G06F-015/30; B42D-015/00;

ABSTRACT WORD COUNT: 166

LANGUAGE (Publication,Procedural,Application): English; English; English

FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	EPABF1	1285
SPEC A	(English)	EPABF1	7716
Total word count - document A			9001
Total word count - document B			0
Total word count - documents A + B			9001

ORDER fax of complete patent from Dialog SourceOne. See HELP ORDER 348

...SPECIFICATION to the appropriate depository bank.

14. Batch coupons for storage and for subsequent research and
customer inquiry purposes.

Figure 5 - New Form of Remittance Processing

Figure 5 is a flow chart which...8 - Stop Payment and Customer Bank
Control File Maintenance

Figure 8 illustrates the method of **performing maintenance** (add,
change, delete) to the stop payment file and the customer and bank
control file...

...or replacement coupons and Electronic Funds Transfer instructions (ACH).

4. Create computer terminal input for **maintenance** and other
requests.

5. **Produce** a control report listing all accepted and nonaccepted
data.

6. Update existing stop payment file...

...aspects of the present method and systems preferably is accomplished
through the use of conventional **data processing equipment** and
suitable computer software programs. The foregoing description of the
payment coupon, as well as...

8/3,K/4

DIALOG(R)File 348:European Patents

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00377885

ORDER fax of complete patent from Dialog SourceOne. See HELP ORDER 348

On-line problem management for data-processing systems.

On-line-Problemverwaltung für Datenverarbeitungssysteme.

Gestion en ligne de problèmes pour systèmes de traitement de données.

PATENT ASSIGNEE:

International Business Machines Corporation, (200120), Old Orchard Road,
Armonk, N.Y. 10504, (US), (applicant designated states: DE;FR;GB)

INVENTOR:

Morcomb, James Robert, 637 Oakwood Drive, St. Charles, MN 55972, (US)

Sinclair, Beau Thomas, 217th Street N.E., Rochester, MN 55904, (US)
 Scarborough, George Barry, RR 8, Rochester, MN 55902, (US)
 Westling, Sandra Dorothy, 5904 Country View Court N.W., Rochester, MN
 55901, (US)
 Calvert, Nathaniel, 3102 Crescent Lane N.W., Rochester, MN 55901, (US)
 Eakins, John James, 1831 15th Street N.W., Rochester, MN 55901, (US)
 Emerick, Earl Walter, Rt. 1, Box 108A, Rochester, MN 55901, (US)
 Johnston, David Lowry, 110 Linden Court S.W., Rochester, MN 55902, (US)
 Koehler, John Louis, 967 Chalet Drive N.W., Rochester, MN 55901, (US)
 Miller, Gerald Patrick, 1754 Ninth Avenue S.E., Rochester, MN 55904, (US)

LEGAL REPRESENTATIVE:

Lattard, Nicole (16571), Compagnie IBM France Departement de Propriete
 Intellectuelle, F-06610 La Gaude, (FR)

PATENT (CC, No, Kind, Date): EP 333620 A2 890920 (Basic)
 EP 333620 A3 910320
 EP 333620 B1 950111

APPLICATION (CC, No, Date): EP 89480038 890303;

PRIORITY (CC, No, Date): US 169516 880317

DESIGNATED STATES: DE; FR; GB

INTERNATIONAL PATENT CLASS: G06F-011/00; G06F-011/22;

ABSTRACT WORD COUNT: 84

LANGUAGE (Publication,Procedural,Application): English; English; English

FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	EPBBF2	704
CLAIMS B	(English)	EPBBF2	769
CLAIMS B	(German)	EPBBF2	795
CLAIMS B	(French)	EPBBF2	960
SPEC A	(English)	EPBBF2	5932
SPEC B	(English)	EPBBF2	6047
Total word count - document A			6636
Total word count - document B			8571
Total word count - documents A + B			15207

ORDER fax of complete patent from Dialog SourceOne. See HELP ORDER 348

...SPECIFICATION system experiences, and what hardware and software components are present on the system. As the **customer** answers these **questions**, the service rep enters certain key words into a terminal. When he is satisfied that...3; "ready," after all applicable PDPs 246 have finished executing at block 420, Fig. 4; "prepared," after the associated **service request** 249 has been

...SPECIFICATION Patent application EP-A-68108 describes a system for diagnosing and correcting errors in remote **data** processing **equipment** is provided in which a remote data processor subject to an error condition has associated...

...system experiences, and what hardware and software components are present on the system. As the **customer** answers these **questions**, the service rep enters certain key words into a terminal. When he is satisfied that...3; "ready," after all applicable PDPs 246 have finished executing at block 420, Fig. 4; "prepared," after the associated **service request** 249 has been stored in it at block 440, Fig. 4; and "sent," after block...

8/3,K/5

DIALOG(R)File 348:European Patents

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00227113

ORDER fax of complete patent from Dialog SourceOne. See HELP ORDER 348

System for accumulating verifiable energy demand data from remote electricity meters

System zum Akkumulieren prüfbarer Energieverbrauchsdaten von fernen Elektrizitätsmessern

Système pour accumuler des données vérifiables de consommation d'énergie de compteurs d'électricité à distance

PATENT ASSIGNEE:

SCHLUMBERGER INDUSTRIES, INC., (1028232), 180 Technology Parkway,
Norcross Georgia 30092, (US), (applicant designated states:
AT;BE;CH;DE;FR;GB;IT;LI;LU;NL;SE)

INVENTOR:

Swanson, Scott C., 4391 Old Mabry Rd., Roswell Georgia, (US)

LEGAL REPRESENTATIVE:

Dupont, Henri et al (15384), Schlumberger Industries Centre de Recherches
SMR 50, Avenue Jean Jaures B.P. 620-05, 92542 Montrouge Cedex, (FR)

PATENT (CC, No, Kind, Date): EP 248137 A1 871209 (Basic)
EP 248137 B1 930714

APPLICATION (CC, No, Date): EP 86401986 860911;

PRIORITY (CC, No, Date): US 849897 860409; US 849896 860409; US 849898
860409; US 849899 860409

DESIGNATED STATES: AT; BE; CH; DE; FR; GB; IT; LI; LU; NL; SE

INTERNATIONAL PATENT CLASS: G01R-011/00

ABSTRACT WORD COUNT: 202

LANGUAGE (Publication,Procedural,Application): English; English; English

FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS B	(English)	EPAB97	822
CLAIMS B	(German)	EPAB97	766
CLAIMS B	(French)	EPAB97	930
SPEC B	(English)	EPAB97	8557
Total word count - document A			0
Total word count - document B			11075
Total word count - documents A + B			11075

ORDER fax of complete patent from Dialog SourceOne. See HELP ORDER 348

...SPECIFICATION to zero. Of course, the electrical demand could be zero for various reasons including regularly **scheduled** outages for **maintenance** and the like; however, regularly **scheduled** down times will be known at the central office ahead of time. In addition, power...timing routines for purposes of detecting actual power outages and malfunctions in the electric metering **equipment**. It will **be** recalled that the program steps being described are executed in response to an interrupt generated...

...contents of the 60 Hz internal and external timer and the KYZ timer. The 60 Hz internal timer **is** the internal clock, while the **external** timer measures the interval between 60 Hz interrupts. The KYZ timer measures the interval between...of the time between rings (step 240). This is in anticipation of re-entry of **the** routine and **inquiry** at step 235 on the next pass. The value of RINGCOUNTER is examined, and if ...

8/3,K/6

DIALOG(R)File 348:European Patents

(c) 1999 European Patent Office. All rts. reserv.

00194329

ORDER fax of complete patent from Dialog SourceOne. See HELP ORDER 348

TELEPHONE SWITCHING SYSTEM ADJUNCT CALL PROCESSING ARRANGEMENT.

ZUSATZANRUFSTEUERANORDNUNG FÜR FERNSPRECHSCHALTSYSTEM.

AGENCEMENT COMPLEMENTAIRE DE TRAITEMENT DES APPELS D'UN SYSTEME DE COMMUTATION TELEPHONIQUE.

PATENT ASSIGNEE:

AT&T Corp., (589370), 32 Avenue of the Americas, New York, NY 10013-2412,
(US), (applicant designated states: DE;FR;GB;IT)

INVENTOR:

CHAN, Norman, Chin-Hung, 398 West Street, Louisville, CO 80027, (US)

PEDERSON, Leif, Kenneth, 4374 Apple Court, Boulder, CO 80301, (US)

LEGAL REPRESENTATIVE:

=> d his

(FILE 'HOME' ENTERED AT 13:01:35 ON 30 JAN 2001)

FILE 'USPATFULL' ENTERED AT 13:01:47 ON 30 JAN 2001

L1	58 S (WORKORDER OR WORK ORDER) AND (MAINTENANCE OR REPAIR) AND
(AU	
L2	923 S (WORKORDER OR WORK ORDER OR SERVICE(3W) (REPAIR OR REQUEST))
A	
L3	474 S L2 AND (TERMINAL OR COMPUTER)
L4	121 S L3 AND (DATA INPUT OR DATA ENTRY OR DATAENTRY)
L5	96 S L4 AND (NETWORK OR INTERNET)
L6	319 S L2 AND (NETWORK OR INTERNET)
L7	295 S L3 AND (NETWORK OR INTERNET)
L8	11 S L5 AND (CUSTOMER OR OWNER OR LAY PERSON) (P) (DATA(5A) INPUT)

Johnston, Kenneth Graham (32382), AT&T (UK) LTD. A Intellectual
Property Division 5 Moulton Road, Woodford Green Essex, IG8 OTU,
(GB)

PATENT (CC, No, Kind, Date): EP 195786 A1 861001 (Basic)
EP 195786 B1 900725
WO 8602219 860410

APPLICATION (CC, No, Date): EP 85904550 850903; WO 85US1681

PRIORITY (CC, No, Date): US 654885 840927

DESIGNATED STATES: DE; FR; GB; IT

INTERNATIONAL PATENT CLASS: H04M-003/60

NOTE:

No A-document published by EPO

LANGUAGE (Publication,Procedural,Application): English; English; English

FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS B	(English)	EPBBF1	607
CLAIMS B	(German)	EPBBF1	487
CLAIMS B	(French)	EPBBF1	754
SPEC B	(English)	EPBBF1	10649
Total word count - document A			0
Total word count - document B			12497
Total word count - documents A + B			12497

ORDER fax of complete patent from Dialog SourceOne. See HELP ORDER 348

...SPECIFICATION the steps of receiving a predefined service request from a requesting one of the terminal **equipment** , transmitting call related **data** associated with the service request from the system processor to a computer facility connected to...or both I fields) can be used for the transmission of either bulk or interactive **data** .

Message Format

The terminal **equipment** served by the telephone switching system may be various types of ...computer facility T18 which system operates cooperatively with the telephone switching system to process attendant **service requests** . Computer facility T18 **performs** the actual call processing required to serve the attendant service request and signals the telephone...

...console and has to enter the called name via the computer terminal keyboard as a **query** on the **customer** directory service data base. The computer system responds to this data entry by searching the...

?

File 15:ABI/INFORM(R) 1999/Nov 08
 (c) 1999 Bell & Howell
 File 9:Business & Industry(R) Jul1994-1999/Nov 09
 (c) 1999 Resp. DB Svcs.
 File 13:BAMP 1999/Oct W5
 (c) 1999 Resp. DB Svcs.
 File 623:Business Week 1985-1999/Oct W5
 (c) 1999 The McGraw-Hill Companies Inc
 File 810:Business Wire 1986-1999/Feb 28
 (c) 1999 Business Wire
 File 647:CMP Computer Fulltext 1988-1999/Oct W5
 (c) 1999 CMP
 File 275:Gale Group Computer DB(TM) 1983-1999/Nov 09
 (c) 1999 The Gale Group
 File 674:Computer News Fulltext 1989-1999/Sep W3
 (c) 1999 IDG Communications
 File 98:General Sci Abs/Full-Text 1984-1999/Sep
 (c) 1999 The HW Wilson Co.
 File 47:Gale Group Magazine DB(TM) 1959-1999/Nov 09
 (c) 1999 The Gale group
 File 624:McGraw-Hill Publications 1985-1999/Nov 04
 (c) 1999 McGraw-Hill Co. Inc
 File 621:Gale Group New Prod.Annou.(R) 1985-1999/Nov 09
 (c) 1999 The Gale Group
 File 484:Periodical Abstracts Plustext 1986-1999/Oct W4
 (c) 1999 Bell & Howell
 File 16:Gale Group PROMT(R) 1990-1999/Nov 08
 (c) 1999 The Gale Group
 File 160:Gale Group PROMT(R) 1972-1989
 (c) 1999 The Gale Group
 File 141:Readers Guide 1983-1999/Jul
 (c) 1999 The HW Wilson Co
 File 370:Science 1996-1999/Jul W3
 (c) 1999 AAAS
 File 148:Gale Group Trade & Industry DB 1976-1999/Nov 09
 (c)1999 The Gale Group
 File 553:Wilson Bus. Abs. FullText 1982-1999/Sep
 (c) 1999 The HW Wilson Co

Set	Items	Description
S1	168304	(INTERACTIVE? OR QUERY? OR QUESTION? OR INTERACT? OR INQUIRY? OR INTERVIEW? OR INPUT?) (N4) (CUSTOMER? OR CONSUMER? OR SHOPPER? OR CLIENT? OR PATRON?)
S2	388846	(EQUIPMENT? OR CAR? ? OR VEHICLE? OR VAN OR TRUCK? OR AUTOMOBILE?) (N4) (DATA OR INFORMATION? OR PROBLEM?)
S3	87808	(PREPAR? OR DEVELOP? OR PRODUCE? OR FORMULAT? OR PERFORM? OR SCHEDUL?) (N5) (WORK()ORDER? OR WORK()REQUEST? OR WORK?(N)-AUTHORIZATION? OR SERVICE()REQUEST? OR SERVICE()ORDER? OR MAINTENANCE?)
S4	58170	S2 AND (MAINTENANCE? OR REPAIR?)
S5	9649	S1 AND S2
S6	338	S5 AND S3
S7	2564	S5 AND S4
S8	62	S5 (S) ((INTERACTIV?) (N3) (WORKSTATION? OR COMPUTER?))
S9	63	S6 (S) INTERACTIV?
S10	57	S8 NOT PY=1999
S11	40	RD (unique items)
S12	57	S10 NOT PY=1999
S13	40	RD (unique items)
S14	0	S13 NOT S11
S15	332	S6(S)S7
S16	330	S15(S)S5
S17	82	S16(S)COMPUTER?
S18	81	S17 NOT S13
S19	40	S18 (N30) (CAR OR AUTOMOBILE? OR VEHICLE? OR TRUCK? OR VAN OR EQUIPMENT?)
S20	32	S19 NOT PY=1999
S21	26	RD (unique items)

11/3,K/1 (Item 1 from file: 15)
DIALOG(R)File 15:ABI/INFORM(R)
(c) 1999 Bell & Howell. All rts. reserv.

01062676

97-12070

Doc shopping

Appleby, Chuck

Hospitals & Health Networks v69n14 PP: 49-50 Jul 20, 1995

ISSN: 1068-8838 JRNL CODE: HPT

WORD COUNT: 754

...ABSTRACT: into information, Blue Cross and Blue Shield of Massachusetts in May 1995 unveiled ATM-like **interactive**, multimedia **computers** that will give **information** on wellness, local primary **care** physicians, prescription drugs, and other health-related topics. The touch-screens, housed in kiosks, offer **consumers** 24-hour, **interactive** access to an encyclopedia of health-related information. The kiosks, dubbed Health Navigators, are currently...

...TEXT: tap into information, Blue Cross and Blue Shield of Massachusetts in May unveiled ATM-like **interactive**, multimedia **computers** that will spit out **information** on wellness, local primary **care** physicians, prescription drugs and other health-related topics. The touchscreens, housed in kiosks, offer **consumers** 24-hour, **interactive** access to a virtual encyclopedia of health-related information.

The Mass Blues currently has four...

11/3,K/2 (Item 2 from file: 15)
DIALOG(R)File 15:ABI/INFORM(R)
(c) 1999 Bell & Howell. All rts. reserv.

01050259

96-99652

Healthcare data analysis systems

Kadas, Richard

Health Management Technology v16n7 PP: 12-14 Jun 1995

ISSN: 1074-4770 JRNL CODE: CIH

WORD COUNT: 693

...TEXT: environment.

Vendor selection

Important capabilities when selecting an HCDAS vendor are good data-management process, **interactive** analytical **workstation**, **client** /server architecture, relational database for analytical data, ability to conduct analysis down to line-item...

11/3,K/3 (Item 3 from file: 15)
DIALOG(R)File 15:ABI/INFORM(R)
(c) 1999 Bell & Howell. All rts. reserv.

00942669

95-92061

Reengineering customer service

Tehrani, Nadjia

Telemarketing Magazine v13n5 PP: 2, 95+ Nov 1994

ISSN: 0730-6156 JRNL CODE: TLM

WORD COUNT: 1985

...TEXT: handled, how the center is managed, and how results are achieved.

"On another front of **customer** service, new **interactive** training systems (EIS launched StarTrainer on October 17th) further support a company's need to deliver better **customer** service. **Interactive** training means that agents learn in real-world simulations, not just through static role-playing, before they "go live" with **customers**. **Interactive computer** -based training provides the hands-on experience needed to help

agents become more sk[redacted] and more able to interact with customers effectively. Effective training is the first step in increasing turnover, resulting in improved customer service...

11/3,K/4 (Item 4 from file: 15)
DIALOG(R)File 15:ABI/INFORM(R)
(c) 1999 Bell & Howell. All rts. reserv.

00895494

95-44886

The interactive evolution

Davids, Meryl

Journal of Business Strategy v15n4 PP: 52-59 Jul/Aug 1994

ISSN: 0275-6668 JRNL CODE: JST

WORD COUNT: 1551

...TEXT: wait to continue. The success of Thomas J. Lipton's publicity offer for a free **interactive computer** disk helping **consumers** "build a better salad" (some 25,000 disks have been given away so far) inspired...

11/3,K/5 (Item 5 from file: 15)
DIALOG(R)File 15:ABI/INFORM(R)
(c) 1999 Bell & Howell. All rts. reserv.

00848753

94-98145

Multimedia scores points for enterprise

Strelau, Frank

Software Magazine v14n4 PP: 114, 113 Apr 1994

ISSN: 0897-8085 JRNL CODE: SMG

WORD COUNT: 1184

...TEXT: new opportunities for business-to-business and "infotainment" applications.

Through such extended enterprise applications as **interactive** television, online **customer** support and **interactive computer** -based training, firms will navigate the superhighway to competitive advantage.

Frank Strelau has been involved...

11/3,K/6 (Item 6 from file: 15)
DIALOG(R)File 15:ABI/INFORM(R)
(c) 1999 Bell & Howell. All rts. reserv.

00829705

94-79097

PCs: Connecting to the techno-hip

Quinn, Judy

Incentive v168n2 PP: 23-24 Feb 1994

ISSN: 1042-5195 JRNL CODE: IMK

WORD COUNT: 1003

TEXT: As marketers wonder if **consumers** will really **interact** with their television set and play along with promotions on it, they already have an environment where that behavior is a given: the personal **computer**.

Interactive promotions using **computer** disks, online services and the new CD-ROM and CD-I technologies are already attracting...

11/3,K/7 (Item 7 from file: 15)
DIALOG(R)File 15:ABI/INFORM(R)
(c) 1999 Bell & Howell. All rts. reserv.

00823119

94-72511

Telecommunications buyers guide and directory

Anonymous

Editor & Publisher v127n7 PP: 29TC-38TC Feb 12, 1994

...TEXT: the services provided are mortgage rate charts, graphs that track market trends, real estate articles, **interactive** directories and **computerized** online real estate bulletin boards. Also provided a toll-free 800 consumer hotline, which **consumers** can call and get **questions** answered on a variety of mortgage and real estate topics.

Multiverse Communications

148 West 77...

11/3,K/8 (Item 8 from file: 15)
DIALOG(R)File 15:ABI/INFORM(R)
(c) 1999 Bell & Howell. All rts. reserv.

00757345 94-06737
Marketers can't afford to invest more in personal sales calls
Van Gaasbeck, Richard
Marketing News v27n19 PP: 22 Sep 13, 1993
ISSN: 0025-3790 JRNL CODE: MNW
WORD COUNT: 1206

...ABSTRACT: personal sales call is no longer a cost-effective means of satisfying the demand for **information** about office **equipment**. In the last ten years, the average cost of a personal sales call has increased...

... do this include teleprospecting, telequalifying, electronic sales call, selling in bunches, and point-of-sale **interactive computer** kiosks.

11/3,K/9 (Item 9 from file: 15)
DIALOG(R)File 15:ABI/INFORM(R)
(c) 1999 Bell & Howell. All rts. reserv.

00608237 92-23340
Best & Worst of U.S. Design
Parker, Robert A.
Across the Board v29n4 PP: 23-28 Apr 1992
ISSN: 0147-1554 JRNL CODE: CBR
WORD COUNT: 3142

...TEXT: designs come from companies like Gillette, Black & Decker, and Texas Instruments. They think about the **consumer**. Texas Instruments' **interactive computer** for kids was good because the company spent time watching kids' behavior. Japanese kids whose...

11/3,K/10 (Item 1 from file: 13)
DIALOG(R)File 13:BAMP
(c) 1999 Resp. DB Svcs. All rts. reserv.

01095737 01656352 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Connecting with Customers
(The Indian cosmetics market is increasingly using interactive, or relationship marketing to maintain customer contact)
Business Line (India), p na
July 16, 1998
DOCUMENT TYPE: Journal ISSN: 0971-7528 (India)
LANGUAGE: English RECORD TYPE: Fulltext; Abstract
WORD COUNT: 2901

ABSTRACT:

...telephone helpline, and write-in services that would all cater to the needs of its **clients**. Its **interactive** kiosk is essentially a built-in **computer** with an **interactive** multimedia program and a touch screen that

gives the customers a wa experience of...

11/3,K/11 (Item 2 from file: 13)
DIALOG(R)File 13:BAMP
(c) 1999 Resp. DB Svcs. All rts. reserv.

01014713 00853793 (USE FORMAT 7 OR 9 FOR FULLTEXT)

CRSs in Cyberspace

(Four major reservation systems working to install new systems that will enable agents to use TCP/Internet protocol to access Internet; system changes by CRSs discussed)

Article Author(s): Elliott, Elaine X

Travel Agent, v 280, n 10, p 50+

May 06, 1996

DOCUMENT TYPE: Journal ISSN: 1053-9360 (United States)

LANGUAGE: English RECORD TYPE: Fulltext; Abstract

WORD COUNT: 2738

(USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:

...agents, its Travelocity Web page is strictly for consumers. But Terry Jones, president of SABRE Computer Services and SABRE Interactive, maintains that such consumer marketing is not aimed at bypassing agents. "We haven't changed our philosophy at all..."

11/3,K/12 (Item 1 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)
(c) 1999 The Gale Group. All rts. reserv.

01876008 SUPPLIER NUMBER: 17843758 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Turn your computer into an interactive movie theater. (Just Do It: Don't Try This at Home) (Technology Tutorial)

Nilsson, B.A.

Computer Life, v3, n1, p201(4)

Jan, 1996

ISSN: 1076-9862 LANGUAGE: English RECORD TYPE: Fulltext; Abstract

WORD COUNT: 2356 LINE COUNT: 00178

ABSTRACT: Turning a computer into an interactive movie theater is an ambitious project, but one that could be done with a 386...

...or better, sound card and speakers, a CD-ROM drive, a TV with an RCA input, Consumer Technology Northwest's \$499 Presenter TVView, Sigma Designs' \$69.95 Silent Steel interactive video and...

11/3,K/13 (Item 2 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)
(c) 1999 The Gale Group. All rts. reserv.

01678352 SUPPLIER NUMBER: 15304228 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Multimedia scores points for enterprise. (Technology Transfer) (Column)

Software Magazine, v14, n4, p114(2)

April, 1994

DOCUMENT TYPE: Column ISSN: 0897-8085 LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 1252 LINE COUNT: 00103

... new opportunities for business-to-business and "infotainment" applications.

Through such extended enterprise applications as interactive television, online customer support and interactive computer-based training, firms will navigate the superhighway to competitive advantage.

11/3,K/14 (Item 3 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)
(c) 1999 The Gale Group. All rts. reserv.

01512584 SUPPLIER NUMBER: 12230485 (USE FORMAT 7 OR 9 FOR FULL TEXT)
**How to be a systems integrator: part 3. (includes related article on
obtaining reprints, systems integration kit)**
Cini, Al
DEC Professional, v11, n5, p66(6)
May, 1992
ISSN: 0744-9216 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 1134 LINE COUNT: 00092

... wide range of client and server hardware and software options.
For both Macintosh and DOS **clients**, Pathworks allows **interactive**
host **computer** sessions to be initiated using the LAT, CTERM or TELNET
communications protocols. Each protocol has...

11/3,K/15 (Item 4 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)
(c) 1999 The Gale Group. All rts. reserv.

01288598 SUPPLIER NUMBER: 07060494 (USE FORMAT 7 OR 9 FOR FULL TEXT)
**Computerization, productivity, and quality of work-life. (social aspects of
computing) (technical)**
Kraut, Robert; Dumais, Susan; Koch, Susan
Communications of the ACM, v32, n2, p220(19)
Feb, 1989
DOCUMENT TYPE: technical ISSN: 0001-0782 LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 12454 LINE COUNT: 01040

... to automate the customer service department to increase efficiency
and cut labor costs. They installed **equipment** that would computerize
information that service representatives had previously viewed on
microfiche and altered by completing paper transaction records. Compared to
the microfiche system it replaced, the **interactive computer** system was
to provide service representatives with more recent billing information in
a more convenient way and to allow **interactive** updating of **customers**
accounts. No attempt was intentionally made to alter the service
representatives' work processes more extensively the importance of
interaction with **customers** while performing these tasks.

The managerial goals that initiated the computerized record
system--reducing labor...

11/3,K/16 (Item 1 from file: 624)
DIALOG(R)File 624:McGraw-Hill Publications
(c) 1999 McGraw-Hill Co. Inc. All rts. reserv.

00810152
**CAN CHRYSLER KEEP IT UP?: Its recent success is dazzling, but its record
in downturns is dismal**
Business Week November 25, 1996; Pg 108; Number 3503
Journal Code: BW ISSN: 0007-7135
Section Heading: The Corporation: MANAGEMENT
Word Count: 3,334 *Full text available in Formats 5, 7 and 9*

BYLINE:
By Bill Vlasic in Auburn Hills, Mich.

TEXT:
...says the deal is an ``experiment'' to study the chain's customer-service
techniques and **computer** operations. **Interactive** technology linking the
customer to Chrysler, he says, gives it insight into the colors, styles,
engines, and options most...

11/3,K/17 (Item 2 from file: 624)
DIALOG(R)File 624:McGraw-Hill Publications
(c) 1999 McGraw-Hill Co. Inc. All rts. reserv.

0544336

PLASTIC TALKS: Credit- and debit-card use is growing--and that's fine with banks

Business Week February 14, 1994; Pg 105; Number 3358

Journal Code: BW ISSN: 0007-7135

Section Heading: Finance

Word Count: 1,179 *Full text available in Formats 5, 7 and 9*

BYLINE:

Kelley Holland in New York, with Greg Burns in Chicago

TEXT:

... that can handle all manner of transactions and then read that information into a personal **computer** or **interactive** TV. "Ultimately, a **consumer** would have a single card that supports all the kinds of purchasing they do today...

11/3,K/18 (Item 1 from file: 621)
DIALOG(R)File 621:Gale Group New Prod.Annou.(R)
(c) 1999 The Gale Group. All rts. reserv.

01360062 Supplier Number: 46238151 (USE FORMAT 7 FOR FULLTEXT)
PLYMOUTH DIVISION AND LOCAL DEALERS JOINTLY LAUNCH UNIQUE CAR SHOPPING SERVICE

PR Newswire, p320DEW001

March 20, 1996

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 548

... Flower and Furniture Show in Cobo Center, March 19-24, 1996.

* Plymouth Place Online puts **interactive customer** information at **computer** finger tips by dialing <http://www.plymouthcars.com>. Chrysler brand **vehicle information** can also be obtained at <http://www.chryslercars.com>.

* Plymouth Place By Phone is a...

11/3,K/19 (Item 1 from file: 484)
DIALOG(R)File 484:Periodical Abstracts Plustext
(c) 1999 Bell & Howell. All rts. reserv.

02516126 SUPPLIER NUMBER: 95330354 (USE FORMAT 7 OR 9 FOR FULLTEXT)
CD-ROM technology: Architects take charge

Novitski, B J

Progressive Architecture (IPRA), v76 n9, p88-92

Sep 1995

ISSN: 0033-0752 JOURNAL CODE: IPRA

DOCUMENT TYPE: Feature

LANGUAGE: English RECORD TYPE: Fulltext; Abstract

WORD COUNT: 1869 LENGTH: Long (31+ col inches)

TEXT:

... software Create-It, Dimoff developed a multimedia front end to the graphic database so that **clients** can view an **interactive** presentation on a **computer** or television screen. When Gensler architects present their firm's work during an interview, this ...

11/3,K/20 (Item 1 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)

(c) 1999 The Gale Group. All rights reserved.

04675296 Supplier Number: 46881223 (USE FORMAT 7 FOR FULLTEXT)

Vanguard touts the future

Pensions & Investments, p33

Nov 11, 1996

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 862

... to-Vanguard network and other outsourced channels. Investment education already is being provided to Vanguard **clients** through **interactive computer** software as well through video and e-mail applications.

Ted Leonsis, president of America Online...

11/3,K/21 (Item 2 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

(c) 1999 The Gale Group. All rights reserved.

04002225 Supplier Number: 45812478

Plymouth opening new auto information centers in malls

Dallas Morning News (TX), pD1

Sept 25, 1995

Language: English Record Type: Abstract

Document Type: Newspaper; Trade

ABSTRACT:

Plymouth is opening 3 **vehicle information** centers in 3 malls located in the Dallas-Ft Worth area. These Plymouth Place stores, which are about 1,000 sq ft, feature **interactive computers** that provide **customers** with **information** about a particular **vehicle** of their choice. No vehicles will be sold by the stores. It will be staffed...

11/3,K/22 (Item 3 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

(c) 1999 The Gale Group. All rights reserved.

03294208 Supplier Number: 44546174 (USE FORMAT 7 FOR FULLTEXT)

Autos shift easily onto superhighway: In big-ticket area, one-to-one marketing works

Automotive News, pS32

March 28, 1994

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Tabloid; Trade

Word Count: 711

... stronger relationships with their customers, auto marketers are on the leading edge of testing new **interactive** media.

Computer discs, on-line services and interactive TV are some of the new-media tools carmakers hope will generate higher **customer** loyalty.

Interactive media can provide the two-way communication between marketers and consumers that's crucial to...

11/3,K/23 (Item 4 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

(c) 1999 The Gale Group. All rights reserved.

02176235 Supplier Number: 42830773 (USE FORMAT 7 FOR FULLTEXT)

SPECIAL REPORT: VOICE PROCESSING/ENHANCED SERVICES: PAC BELL CHANNELS SELF-SERVE SERVICE

Telephone Engineer & Management, p32

March 15, 1992

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 1612

... to the user layer, which again is connected to the customer contact layer to enable **customer -computer interactivity**.

Pacific Bell believes appropriate deployment of these technologies creates an array of customer benefits, most...

11/3,K/24 (Item 5 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 1999 The Gale Group. All rts. reserv.

01187499 Supplier Number: 41359873 (USE FORMAT 7 FOR FULLTEXT)
INTERACTIVE PHARMACY KIOSKS: USER-FRIENDLY PIC DISPENSES DRUG INFORMATION
Chain Store Age Executive with Shopping Center Age, p49
June, 1990
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 982

(USE FORMAT 7 FOR FULLTEXT)
TEXT:
Free **information** about health **care** is just a push button away for Wal-Mart shoppers. The chain has installed a new **interactive computer** system, called Pharmacy Information Center (PIC), in 200 stores. Based on touch-screen technology, PIC...

11/3,K/25 (Item 1 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)1999 The Gale Group. All rts. reserv.

09755171 SUPPLIER NUMBER: 19798029 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Thinking Tools Announces Aon Risk Services and CARA Corporation Will Offer Think 2000 as Part of ARM2000 Program
PR Newswire, p929SFM019
Sep 29, 1997
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 824 LINE COUNT: 00075

... off to form Thinking Tools. Since then, Thinking Tools has applied the lessons learned from **customers'** experiences with **interactive computer** games including SimCity to developing business simulations for top organizations such as Andersen Consulting, Chevron...

11/3,K/26 (Item 2 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)1999 The Gale Group. All rts. reserv.

09646584 SUPPLIER NUMBER: 17852275 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Virtual reality techniques in NPD research. (new product development)
Rosenberger, Philip J., III; Chernatony, Leslie de
Journal of the Market Research Society, v37, n4, p345(11)
Oct, 1995
ISSN: 0025-3618 LANGUAGE: English RECORD TYPE: Fulltext; Abstract
WORD COUNT: 4925 LINE COUNT: 00438

... and head-mounted displays (HMDs). In the late 1980s, Lanier used the term to describe **interactive, computer**-generated 3D immersive displays and sound. Lanier and his colleagues put together the first fully ...

...the (real) physical world. Early applications of VR in market research techniques are based on **consumers interacting** with a multimedia-based computer display, allowing them to use the mouse to click on...

11/3,K/27 (Item 3 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)1999 The Gale Group. All rts. reserv.

09095957 SUPPLIER NUMBER: 18860875 (USE FORMAT 7 OR 9 FOR FULL TEXT)
A guide to electronic commerce. (includes related article on financial transactions using small currency denominations)
Mooney, J. Lowell; Pittman, William D.; Castelluccio, Michael
Management Accounting (USA), v78, n3, p43(5)
Sep, 1996
ISSN: 0025-1690 LANGUAGE: English RECORD TYPE: Fulltext; Abstract
WORD COUNT: 3851 LINE COUNT: 00309

... easier for customers to shop and pay for goods and services using their telephones, personal **computers**, or **interactive** television systems. **Customers** now can move money among financial institutions around the world, shop online for loans and...

11/3,K/28 (Item 4 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)1999 The Gale Group. All rts. reserv.

08753458 SUPPLIER NUMBER: 18371290 (USE FORMAT 7 OR 9 FOR FULL TEXT)
RISC vs RISC: comparing microprocessor architectures.
(reduced-instruction-set computer) (includes related articles)
Levy, Markus
EDN, v41, n8, p81(6)
April 11, 1996
ISSN: 0012-7515 LANGUAGE: English RECORD TYPE: Fulltext; Abstract
WORD COUNT: 4083 LINE COUNT: 00345

... developed the StrongARM ((micro)processors) family (reaching speeds up to 200 MHz). StrongARM focuses on **consumer** electronics products, including PDAs, **interactive** TV, Internet **computers**, multimedia games, and digital-cameras.

European Silicon Structures (ES2) (Rousset Cedex, France) specializes in mixed...

11/3,K/29 (Item 5 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)1999 The Gale Group. All rts. reserv.

07928306 SUPPLIER NUMBER: 17057284 (USE FORMAT 7 OR 9 FOR FULL TEXT)
FIRST SYMPOSIUM ON NEW INTERACTIVE MEDIA SPECIFICALLY FOR HEALTH CARE INDUSTRY, WHAT DOES IT MEAN?
PR Newswire, p615NY115
June 15, 1995
LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
WORD COUNT: 471 LINE COUNT: 00047

... for health care industry communications.
"This symposium will meet the challenge of effectively positioning health **care** **information** in new media formats that are accessible to consumers and health care professionals," commented Wendy Borow, symposium moderator and president of Com-Med **Interactive**. "**Interactive** media, **computer** technology, and video are words most of us use without analyzing what they mean within..."

11/3,K/30 (Item 6 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)1999 The Gale Group. All rts. reserv.

07531920 SUPPLIER NUMBER: 16109985 (USE FORMAT 7 OR 9 FOR FULL TEXT)
The future of media and bank advertising. (Cover Story)
Lian, Tanja

Bank Marketing, v26, n9, (6)
Sept, 1994

DOCUMENT TYPE: Cover Story ISSN: 0888-3149 LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 2565 LINE COUNT: 00201

...ABSTRACT: advances are providing precious opportunities for banks to advertise in innovative ways. On-line networks, **interactive** television, **computers** and satellite communication systems are all working together to help banks reach out to their...

...to create advertising that is either entertaining or informative. The fourth option is to exploit **interactivity** to enable **consumers** to achieve more knowledge about a product without having to stand up from their sofas...

11/3,K/31 (Item 7 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)1999 The Gale Group. All rts. reserv.

07170613 SUPPLIER NUMBER: 14698376 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Electronic components and equipment and superconductors. (Industry Overview)

Donnelly, Margaret T.; Mussehl-Aziz, Judee; Finn, Erin; Chiarodo, Roger; Roark, Robin; Scott, Robert

U.S. Industrial Outlook, p15-1(26)
Annual, 1994

DOCUMENT TYPE: Industry Overview ISSN: 0083-1344 LANGUAGE:
ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 21598 LINE COUNT: 01814

... U.S. companies want to maintain their competitive position.
Within the next few years, new **consumer** products, such as HDTV, **interactive** multimedia, and handheld **computers**, will enter the U.S. market. These products will be based on developing technologies, including
...

11/3,K/32 (Item 8 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)1999 The Gale Group. All rts. reserv.

06198701 SUPPLIER NUMBER: 13597065 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Companies adopt CD-I for training, education, and point of purchase.

Desmarais, Norman

CD-ROM Librarian, v7, n11, p37(3)

Dec, 1992

ISSN: 0893-9934 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
WORD COUNT: 1454 LINE COUNT: 00121

... and do this from anywhere in the world.
These innovative programs consist of self-study, **interactive**, and video **computer** simulations that help professionals build job skills in the critical areas of management, **customer** service, and sales. With **interactive** media technology, learning can take place on the job or at home whenever the information...

11/3,K/33 (Item 9 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)1999 The Gale Group. All rts. reserv.

05484502 SUPPLIER NUMBER: 11316878 (USE FORMAT 7 OR 9 FOR FULL TEXT)
The great privacy debate. (controversy over consumer privacy and database marketing) (Research & Technology)

Peterson, Laurie

ADWEEK Western Advertising News, v41, n39, pS24(2)

Sept 23, 1991

ISSN: 0199-4743

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT

WORD COUNT: 1351

LINE COUNT: 00108

... to entice consumers to participate. This type of marketing would use direct-response advertising, telephones, **computers** and other **interactive** technologies to get **consumers** actively involved in seeking out marketers' ads.

Dr. Mary Culnan, an associate professor of business...

11/3,K/34 (Item 10 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

(c)1999 The Gale Group. All rts. reserv.

05148535 SUPPLIER NUMBER: 10763503 (USE FORMAT 7 OR 9 FOR FULL TEXT)

THINKLABS UNVEILS NEW INTERACTIVE COMPUTER TO HELP CONSUMERS AT

SUPERMARKETS

PR Newswire, 0521P3817

May 21, 1991

LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

WORD COUNT: 425 LINE COUNT: 00035

**THINKLABS UNVEILS NEW INTERACTIVE COMPUTER TO HELP CONSUMERS AT
SUPERMARKETS**

TEXT:

THINKLABS UNVEILS NEW **INTERACTIVE** **COMPUTER** TO HELP **CONSUMERS** AT
SUPERMARKETS

DENVER (MAY 21) PR NEWSWIRE - Thinklabs Inc. announced a new **interactive computer** to help **consumers** make intelligent product choices at the supermarket. Thinklabs' first computer has been developed for Kal...

11/3,K/35 (Item 11 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

(c)1999 The Gale Group. All rts. reserv.

04833427 SUPPLIER NUMBER: 08888848 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Capturing the elusive shopper. (in-store marketing) (Superbrands 1990 Supplement)

Petersen, Laurie

ADWEEK Western Advertising News, v40, n38, pS197(5)

Sept 17, 1990

ISSN: 0199-4743 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

WORD COUNT: 3514 LINE COUNT: 00275

... products. The manufacturer, in Redmond, Wash., has run the system for four years.

CareQuest Health **Care Information** Center, from CareQuest in Roanoke, Va., is a fledgling **computer** -driven **interactive** kiosk with a touch-sensitive screen used

11/3,K/36 (Item 12 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

(c)1999 The Gale Group. All rts. reserv.

04117837 SUPPLIER NUMBER: 07985827 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Sales promotion. (Marketing to the Year 2000 Supplement)

Petersen, Laurie

ADWEEK Western Advertising News, v39, n37, pS231(2)

Sept 11, 1989

ISSN: 0199-4743 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

WORD COUNT: 1257 LINE COUNT: 00100

... thanks to advances in technology and dramatic changes in how people

work and shop. As **consumers** incorporate **interactive** television, telephone and **computerized** information services into their routines, that's where you will find the sales-promotion business...

11/3,K/37 (Item 13 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)1999 The Gale Group. All rts. reserv.

04108868 SUPPLIER NUMBER: 07967473 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Sales promotion: promotions will shift toward a one-on-one approach as they're tailored to encourage continuity of purchase. (Adweek Supplement: Marketing to the Year 2000 - Advertising and Marketing)
Peterson, Laurie
Adweek's Marketing Week, v30, n37, pS231(2)
Sept 11, 1989
ISSN: 0892-8274 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
WORD COUNT: 1228 LINE COUNT: 00099

... thanks to advances in technology and dramatic changes in how people work and shop. As **consumers** incorporate **interactive** television, telephone and **computerized** information services into their routines, that's where you will find the sales-promotion business...

11/3,K/38 (Item 14 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)1999 The Gale Group. All rts. reserv.

03900038 SUPPLIER NUMBER: 06967948 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Second Annual Directory of Human Resources Services, Products and Suppliers, January 1989. (directory)
Personnel, v66, n1, pD1(167)
Jan, 1989
DOCUMENT TYPE: directory ISSN: 0031-5702 LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 155534 LINE COUNT: 14711

... system that
integrates the Payroll and Personnel functions
and eliminates duplication of data. ADP's
Interactive Personnel and Payroll (IPP)
service is a full integrated, on-line system for
collecting, consolidating...work for
you, to develop benefits that respond to
your workers' present and future child **care**
needs. Proudly serving public, private, and
Fortune 500 companies across the Midwest. Princeton Management
Consultants...
...Vice-President, Marketing
Runzheimer International, an international
management consulting firm specializing
in cost-of-living **information** for relocation,
recruiting, site selection, group moves, and
wage/salary area differentials.
Rhoda A. Runzheimer...and businesspersons,
provides all of the information
required to select, begin, and manage a
Child-Care Operation. Also, **information** is
included for employees to find help in
existing Child-Care facilities. Sources of State...Contact: Carole
Szpak, Director of
Communications
Association of 300 private specialty hospitals
providing data and **information** on
in-patient psychiatric **care** and hospital-based
mental health services. Booklets and data
available on mental health insurance coverage...

11/3,K/39 (Item 1 from file: 553)
DIALOG(R)File 553:Wilson Bus. Abs. FullText
(c) 1999 The HW Wilson Co. All rts. reserv.

03546553 H.W. WILSON RECORD NUMBER: BWBA97046553 (USE FORMAT 7 FOR
FULLTEXT)

Supplier directory.

Electric Perspectives (Electr Perspect) v. 22 (May/June '97) p. 103-37
LANGUAGE: English
WORD COUNT: 28355

(USE FORMAT 7 FOR FULLTEXT)

TEXT:

... SPECIALIZATION
Brite Voice Systems' Interactive Information Systems (IIS) Division is a
leading provider of open, **client** /server-based **interactive** voice
response/**computer** telephone integration (IVR/CTI) solutions. IVR/CTI
solutions provide utility customers with direct access stored...

11/3,K/40 (Item 2 from file: 553)
DIALOG(R)File 553:Wilson Bus. Abs. FullText
(c) 1999 The HW Wilson Co. All rts. reserv.

03330214 H.W. WILSON RECORD NUMBER: BWBA96080214 (USE FORMAT 7 FOR
FULLTEXT)

1996 Interactive resource directory.

AUGMENTED TITLE: special section
Editor & Publisher, the Fourth Estate (Ed Publ Fourth Estate) v. 129 (Sept.
7 1996) p. 11-1121
LANGUAGE: English
WORD COUNT: 109895

(USE FORMAT 7 FOR FULLTEXT)

TEXT:

... net
web site <http://www.adcom.net>
Contact:
Carl Shedd, President/Publisher
Other Key Personnel:
Carl Skedd, Editor
Other **Information** :
Est. 1988; Turnkey; Training
Service Categories:
Content Developer/Provider; Marketing Communications;
Online and Internet Services...Audiotex Technical
Kim Sexton, Sales Representative
Other Information:
Est. 1977; Turnkey; Training
Service Categories:
Audiotex (**Interactive** Telephone); **Computer** Hardware;
Computer Software; Fax Services

STEIN EDUCATIONAL MARKETING GROUP
2161 Monroe Dr., N.E., Atlanta, GA 30324...

21/3,K/1 (Item 1 from file: 15)
DIALOG(R)File 15:ABI/INFORM(R)
(c) 1999 Bell & Howell. All rts. reserv.

01404350

00055337

Welcome to my parlor...

Clark, Bruce H

Marketing Management v5n4 PP: 10-25 Winter 1997

...TEXT: on the Web can produce significant sales in other areas of business. Some 1,400 **car** dealers spend \$250-\$1,500 a month to promote themselves through Auto-ByTel, a **car** -buying service. Consumers buy as many as 15,000 **cars** per month based on **information** they obtained from the service. Aside from direct sales, companies have found they also can...

21/3,K/2 (Item 2 from file: 15)
DIALOG(R)File 15:ABI/INFORM(R)
(c) 1999 Bell & Howell. All rts. reserv.

01390459 00-41446
ISPs: The most important vendors resellers are likely never to meet
Joffe, Rodney
Computer Reseller News n723 PP: S45 Feb 17, 1997
ISSN: 0893-8377 JRNL CODE: CRN
WORD COUNT: 775

...TEXT: trace route is a computer test that shows how many network "hops," or pieces of **equipment**, a packet of **data** has to pass through to go from Point A to Point B on the Internet...

21/3,K/3 (Item 3 from file: 15)
DIALOG(R)File 15:ABI/INFORM(R)
(c) 1999 Bell & Howell. All rts. reserv.

01331833 99-81229
Delivering the goods for truckers
Brown, Marshall
American Agent & Broker v68n10 PP: 24-30+ Oct 1996
ISSN: 0002-7200 JRNL CODE: AGB
WORD COUNT: 2721

...TEXT: policy. Again, this is a relatively inexpensive coverage and most of our markets that write **trucking** liability also write general liability for **truckers**.

The business personal property of a **trucking** firm is often an overlooked exposure. The files, computers, electronic **data**, radio **equipment**, etc., are as important to some **truckers** as their rigs, because this **equipment** keeps their businesses functioning on a daily basis.

A coverage that's emerging in importance for **truckers** is employment practices liability. Truckers are subject to the same discrimination and wrongful termination laws...

21/3,K/4 (Item 4 from file: 15)
DIALOG(R)File 15:ABI/INFORM(R)
(c) 1999 Bell & Howell. All rts. reserv.

00918302 95-67694
Put client depreciation on autopilot!
Knaster, Barry
Accounting Technology v10n8 PP: 37-63 Sep 1994
ISSN: 0883-1866 JRNL CODE: CIA
WORD COUNT: 10744

...TEXT: to add, delete, or transfer. One-time entry of groups of identical assets (office furniture, **computer equipment**) simplifies and reduces **data** entry. You can instantly change fields within these groups, such as location or classification, across...

21/3,K/5 (Item 5 from file: 15)
DIALOG(R)File 15:ABI/INFORM(R)
(c) 1999 Bell & Howell. All rts. reserv.

00547622

91-21967

The "Conservative" RHC Breaks the Mold
Wilson, Carol; Karpinski, Richard
Telephony v220n16 PP: 32-44 Apr 22, 1991
ISSN: 0040-2656 JRNL CODE: TPH
WORD COUNT: 5415

...TEXT: been using 40 to 50 different types of splice tents."

The five housed 22 different data centers with computer equipment from at least four different vendors, for example.

Over the next five years, however, those 22 centers will be consolidated into four centralized data centers with equipment from one major vendor -- IBM Corp. -- Barnett says. Ameritech also will standardize internal operations for...

21/3,K/6 (Item 6 from file: 15)
DIALOG(R)File 15:ABI/INFORM(R)
(c) 1999 Bell & Howell. All rts. reserv.

00537822

91-12166

The Distribution Engineering Workbench Provides Tools for the Future
Cuomo, Thomas F.
Transmission & Distribution v43n2 PP: 78-81 Feb 1991
ISSN: 0041-1280 JRNL CODE: TMD
WORD COUNT: 2531

...TEXT: computer system design is a comprehensive facilities management and work-management system that was named **Vehicle** to Integrate Systems and **Information** for Operating Needs (VISION).

Scope Of The System

The overall concept is a system to...

21/3,K/7 (Item 1 from file: 9)
DIALOG(R)File 9:Business & Industry(R)
(c) 1999 Resp. DB Svcs. All rts. reserv.

01759559 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Techs make 'house calls'

(Chrysler's Mobile Service pilot program sends a service technician and a van filled with equipment and tools to perform light warranty repairs wherever convenient for customers)

Tire Business, v 14, n 22, p 6

February 17, 1997

DOCUMENT TYPE: Journal ISSN: 0746-9070 (United States)

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 696

(USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:

...by Automotive News, a sister publication of Tire Business.

Chrysler spent \$13,000 on each van to outfit it with shelves, a full set of Snap-On hand tools, and a drive-ability diagnostic tool.

Each van also has a portable computer. If a consumer's vehicle is having intermittent problems, the technician can attach the computer to the vehicle and leave it for several days, if necessary. When malfunctions

occur, the consumer can activate the **computer** , which will record **data** from the **vehicle** 's on-board diagnostic system.

Most techs have a cellular phone to keep in touch with the dealership, Mr. Klesko said.

The **van** also has a time clock technicians must punch when they arrive at and leave a...

21/3,K/8 (Item 2 from file: 9)
DIALOG(R)File 9:Business & Industry(R)
(c) 1999 Resp. DB Svcs. All rts. reserv.

01655966 (USE FORMAT 7 OR 9 FOR FULLTEXT)

HOUSE CALLS

(Chrysler Corp service technicians make house calls under its new Mobile Service pilot program)

Automotive News, v 71, n 5683, p 6+

October 21, 1996

DOCUMENT TYPE: Journal ISSN: 0005-1551 (United States)

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 695

(USE FORMAT 7 OR 9 FOR FULLTEXT)

ABSTRACT:

...a \$615 freight charge, according to Automotive News calculations.

Chrysler spent \$13,000 on each **van** to outfit it with shelves, a full set of Snap-On hand tools, and a driveability diagnostic tool. Each **van** also has a portable computer. If a consumer's **vehicle** is having intermitted **problems** , the technician can attach the **computer** to the **vehicle** and leave it for several days, if necessary. When malfunctions occur, the consumer can activate the **computer** , which will record **data** from the **vehicle** 's on-board diagnostics system.

...

TEXT:

...a \$615 freight charge, according to Automotive News calculations.

Chrysler spent \$13,000 on each **van** to outfit it with shelves, a full set of Snap-On hand tools, and a driveability diagnostic tool. Each **van** also has a portable computer. If a consumer's **vehicle** is having intermitted **problems** , the technician can attach the **computer** to the **vehicle** and leave it for several days, if necessary. When malfunctions occur, the consumer can activate the **computer** , which will record **data** from the **vehicle** 's on-board diagnostics system.

Most technicians have a cellular phone to keep in touch with the dealership, Klesko said.

The **van** also has a time clock that the technicians must punch when they arrive at and...

21/3,K/9 (Item 1 from file: 647)
DIALOG(R)File 647:CMP Computer Fulltext
(c) 1999 CMP. All rts. reserv.

01118567 CMP ACCESSION NUMBER: CRN19970217S0128

ISPs:The Most Important Vendors Resellers Are Likely Never To Meet - find out how ISPs support VARs

Rodney Joffe

COMPUTER RESELLER NEWS, 1997, n 723, PGIR45

PUBLICATION DATE: 970217

JOURNAL CODE: CRN LANGUAGE: English

RECORD TYPE: Fulltext

SECTION HEADING: Interneteller:Insights
WORD COUNT: 817

... trace route is a computer test that shows how many network "hops," or pieces of **equipment**, a packet of **data** has to pass through to go from Point A to Point B on the Internet...

21/3,K/10 (Item 1 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)
(c) 1999 The Gale Group. All rts. reserv.

01840229 SUPPLIER NUMBER: 17410153 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Use bar codes to automate data entry in VB apps. (Visual Basic) (Visual Basic Expert) (Tutorial)
Murdoch, John
Data Based Advisor, v13, n6, p128(5)
July, 1995
DOCUMENT TYPE: Tutorial ISSN: 0740-5200 LANGUAGE: English
RECORD TYPE: Fulltext; Abstract
WORD COUNT: 3788 LINE COUNT: 00309

... trend.
We're not just depending on a data-entry center anymore--we're retrieving **information** from warehouse **equipment**, handheld **computers**, PCs mounted in tractor-trailers, and many other places. **Computers** aren't just more powerful--they're also smaller. Bar-code scanning is one of...

21/3,K/11 (Item 2 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)
(c) 1999 The Gale Group. All rts. reserv.

01674879 SUPPLIER NUMBER: 15068645 (USE FORMAT 7 OR 9 FOR FULL TEXT)
1994 market directory issue: more than 600 information technology company listings. (vendors of health technology-related products and services, organizations and events) (Directory)
Health Management Technology, v15, n3, p14(113)
Feb 15, 1994
DOCUMENT TYPE: Directory LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT;
ABSTRACT
WORD COUNT: 69033 LINE COUNT: 06228

... TENDEM FT Complete network and applications-integration products and services using IEEE, ANSI, NEPA standard **computers**, wire and cabling systems and network electronics. Designs and integrates fiber, copper and wireless technologies. Sells all **data**-transport **equipment** and services integrated HL7 and non-HL7 applications. Information-systems planning, design and integration consulting...

21/3,K/12 (Item 1 from file: 47)
DIALOG(R)File 47:Gale Group Magazine DB(TM)
(c) 1999 The Gale group. All rts. reserv.

05121464 SUPPLIER NUMBER: 20302639 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Stability, care and handling of microforms, magnetic media and optical disks. (part 2, magnetic media)
Saffady, William
Library Technology Reports, v33, n6, p645(36)
Nov-Dec, 1997
ISSN: 0024-2586 LANGUAGE: English RECORD TYPE: Fulltext; Abstract
WORD COUNT: 19268 LINE COUNT: 01632

... a magnetizable recording material. Magnetic tape recording devices and media have a long history in **information** storage. Audio recording **equipment** dates from the 1920s. Video recording applications followed in the 1950s. Magnetic tape drives were the principal storage peripherals in

early **computer** installations, but their serial access characteristics render them unsuitable for online applications requiring rapid retrieval...

21/3,K/13 (Item 1 from file: 624)
DIALOG(R)File 624:McGraw-Hill Publications
(c) 1999 McGraw-Hill Co. Inc. All rts. reserv.

0027462

Tackling plant-maintenance problems: Here is a collection of new products, services, product literature, books and other information related to plant maintenance.

Chemical Engineering January 19, 1987; Pg 69; Vol. 94, No. 1

Journal Code: CE ISSN: 0009-2460

Section Heading: Equipment Focus

Word Count: 2,121 *Full text available in Formats 5, 7 and 9*

TEXT:

... the IBM 36), multi-user networks, and some mainframes. --Diagonal Data Corp., Lakeland, Fla. 260

Data -acquisition system for rotating **equipment** -- The ADRE 3 system enables users to acquire and reduce vibration data for performing diagnostics...

21/3,K/14 (Item 1 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 1999 The Gale Group. All rts. reserv.

01193368 Supplier Number: 41369168 (USE FORMAT 7 FOR FULLTEXT)

A Driving Force

Computer Systems News, p41

June 4, 1990

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 1996

... every type of technology imaginable: multiple IBM and Amdahl Corp. mainframes; a range of mini-**computers** supplied by **Data** General Corp., Digital **Equipment** Corp., IBM, Tandem **Computers** Inc., Prime **Computer** Inc. and Wang Laboratories Inc., to name a few; and a mixture of 20,000 personal **computers** and workstations, 4500 of which are linked on 300 local-area networks in 1600 offices within the continental United States.

The **equipment** came none too soon. In 1913, the company--began in 1907 as a bunch of...

21/3,K/15 (Item 1 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)1999 The Gale Group. All rts. reserv.

10617195 SUPPLIER NUMBER: 21265467 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Voice of the industry. (role of maintenance teams in foundries)

Modern Casting, v88, n10, p32(1)

Oct, 1998

ISSN: 0026-7562 LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 1031 LINE COUNT: 00088

... to just under 15% with a corresponding reduction in scrap. By 1990, we installed a **computerized maintenance** management system that gave us the capability of pinpointing the causes of chronic **equipment problems**. We also added some predictive **maintenance equipment** that further enhanced **performance**. Through these measures, we found that 85% of our work orders were being generated by inspections and only 8% from emergencies. By the end of 1991, our **maintenance** downtime hovered around 5% and there was a corresponding reduction in scrap. Much of the scrap reduction was due to **equipment** being kept in top condition with all

adjustments being made to **equipment** within manufacturer's specs. I must add that much credit goes to senior management for getting the **maintenance** department the tools and training needed to accomplish these fine results."

- Richard Norman, consultant, Reynoldsburg...

21/3,K/16 (Item 2 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
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09739388 SUPPLIER NUMBER: 19766724 (USE FORMAT 7 OR 9 FOR FULL TEXT)
The testability tune-up. (digital loop carriers)
Beistel, Roy; Mortimer, Larry; Flaminio, Rocky
America's Network, v101, n15, p27(5)
August 1, 1997
ISSN: 1075-5292 LANGUAGE: English RECORD TYPE: Fulltext; Abstract
WORD COUNT: 3690 LINE COUNT: 00296

... or feature fix in the service center computer, identification of a customer premises wiring or **equipment problem**, or identification of a facility fault requiring a costly dispatch of personnel and **equipment**.

With good test results, obtained remotely for the cost of a few dollars of personnel...

21/3,K/17 (Item 3 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)1999 The Gale Group. All rts. reserv.

09560455 SUPPLIER NUMBER: 18024265 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Energy auditing: energy management by wandering around.
Spain, T. Kenneth
Energy User News, v21, n1, p32(3)
Jan, 1996
ISSN: 0162-9131 LANGUAGE: English RECORD TYPE: Fulltext; Abstract
WORD COUNT: 3457 LINE COUNT: 00333

... rate schedules, detailed calculations or computer printouts, product literature, cost-estimating details, and lists of **equipment** --supporting **information** or details that may be needed in the design or implementation phase.

Specific energy programs...

21/3,K/18 (Item 4 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)1999 The Gale Group. All rts. reserv.

09332072 SUPPLIER NUMBER: 19155887 (USE FORMAT 7 OR 9 FOR FULL TEXT)
ISPs: the most important vendors resellers are likely to never meet.
(Internet service providers) (Internet Reseller supplement) (Industry Trend or Event)
Joffe, Rodney
Computer Reseller News, n723, pS45(1)
Feb 17, 1997
ISSN: 0893-8377 LANGUAGE: English RECORD TYPE: Fulltext; Abstract
WORD COUNT: 877 LINE COUNT: 00067

... trace route is a computer test that shows how many network "hops," or pieces of **equipment**, a packet of **data** has to pass through to go from Point A to Point B on the Internet...

21/3,K/19 (Item 5 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
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08124425 SUPPLIER NUMBER: 17389671 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Plastics technology: manufacturing handbook & buyers' guide 1995/96. (Buyers Guide)
Plastics Technology, v41, n8, pCOV(941)
August, 1995
DOCUMENT TYPE: Buyers Guide ISSN: 0032-1257 LANGUAGE: English
RECORD TYPE: Fulltext
WORD COUNT: 174436 LINE COUNT: 15187

... temperature, process and time/temperature stand-alone controls can be fully configured by a temporary **computer** link-up. Also full line of sensors compatible with controls.

CHROMALOX EDWIN L. WLEGAND DIV...

21/3,K/20 (Item 6 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)1999 The Gale Group. All rts. reserv.

05505863 SUPPLIER NUMBER: 11344110 (USE FORMAT 7 OR 9 FOR FULL TEXT)
The system is the solution. (Transit Software) (geographic information systems use in transit industry)
Kravif, Diane
Mass Transit, v18, n9-10, p18(4)
Sept-Oct, 1991
ISSN: 0364-3484 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
WORD COUNT: 2006 LINE COUNT: 00162

... rail lines, GIS can be used for right-of-way inventories, management of utilities, leases, **maintenance** of way, accident reporting, tracking of claims, emergency **vehicle** routing, and passenger **information**. In the 1990s, GIS will become a powerful tool to help transit agencies with limited...

21/3,K/21 (Item 7 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)1999 The Gale Group. All rts. reserv.

05416847 SUPPLIER NUMBER: 11002919 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Communications keep doors open at M.S. Carriers. (trucking firm utilizes information systems technology) (company profile)
Powell, Gregory
Memphis Business Journal, v13, n7, p1(2)
July 1, 1991
DOCUMENT TYPE: company profile ISSN: 0747-167X LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT
WORD COUNT: 1151 LINE COUNT: 00090

... in the voice mail software M.S. Carriers has linked into its IBM AS400. Routinely, **truckers** can use a Touchtone telephone to gain access to the company's computer system. When the lines are open, the **trucker** updates cargo **information**.

"The driver calls and tells us where they are. This automatically updates our information on...

21/3,K/22 (Item 8 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)1999 The Gale Group. All rts. reserv.

05416845 SUPPLIER NUMBER: 11003033 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Entrepreneur of the Year Awards honor best, brightest. (1991 California awards finalists; includes related articles)
Los Angeles Business Journal, v13, n27, p1A(10)
July 8, 1991
ISSN: 0194-2603 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
WORD COUNT: 9425 LINE COUNT: 00778

... s firm, which he founded, merged with another.

CCM distributes used, refurbished and new computer **equipment** and spare parts. Active in the secondary market, Century buys and sells many major brands of personal computers, enhancements, **data** communications **equipment** and peripherals.

With more than \$3 million in inventory, Century offers an unusually high level...

21/3,K/23 (Item 9 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

(c)1999 The Gale Group. All rts. reserv.

05110111 SUPPLIER NUMBER: 10393926 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Annual meeting & paint show wrap-up. (Federation of Societies for Coatings

Technology: 68th Annual Meeting; 55th Annual Paint Industries' Show)

(includes focus articles, list of exhibitors, etc.)

Journal of Coatings Technology, v63, n792, p19(35)

Jan, 1991

ISSN: 0361-8773

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT

WORD COUNT: 17443 LINE COUNT: 01499

... analyze data statistically. UNOCAL Chemicals staff are on hand to discuss their products and your **problems**.

VAN WATERS & ROGERS SEATTLE, WA 98104

From a theme of "Chemicals & Solutions," **Van** Waters & Rogers highlights its broad line of coating raw materials with special emphasis on solvents...

21/3,K/24 (Item 10 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

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02029160 SUPPLIER NUMBER: 03251010 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Distribution computer software & services directory. (physical distribution of goods)

Handling & Shipping Management, v25, p51(7)

May, 1984

ISSN: 0194-603X

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT

WORD COUNT: 4623 LINE COUNT: 00405

... Electric Information SERVICES Co. Agent System Transact, Inc.

Transact Software System * Tymshare, Inc. TIPS (Trade **Information**

Reporting System) MIPS/CORTEX **Equipment Maintenance**

Though a wide range of maintenance packages are available, all share a common goal: reducing **equipment** downtime and increasing its service life. In achieving this aim, many (but not all) of...

21/3,K/25 (Item 11 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

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01758860 SUPPLIER NUMBER: 02658533 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Computer guide: systems, hardware, software. (product descriptions)

Chilton's Distribution, v82, p74(3)

March, 1983

ISSN: 0273-6721

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT

WORD COUNT: 2207 LINE COUNT: 00204

... Products/Services offered: Hardware, Software, Networking.

CW SYSTEMS, INC.

CW Systems officers TRACE, a rail **car** tracing system that collects and reports the movement of your rail **cars** and rail traffic **data** quickly and easily. TRACE uses ordinary telephone lines to link the personal **computer** to any of the commercial CLM services, putting the

following information at your fingertips: rail car identification, loaded or empty status, current or previous contents, destination and consignee; up-to-date data concerning the location of a rail car, including when and where it was sighted, the railroad that sighted it and its action...

...user.

Products/Services offered: Software, Networking.
COMPUTER TASK GROUP, INC.

Computer Task Group offers the **Vehicle** Maintenance Reporting System which complies with the **Vehicle** Maintenance Reporting System developed by the American **Trucking** Associations. **Data** for both inside and outside repairs are entered into the system directly from repair orders...

...the system can be used to create a preventive maintenance file for each type of **vehicle**. Mileage intervals for each type of **vehicle** inspection can be noted in the system to improve **maintenance scheduling**.

Products/Services offered: Software.

DISTRIBUTION MANAGEMENT SYSTEMS, INC.

Distribution Management Systems (DMS) offers two new...

21/3,K/26 (Item 12 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)1999 The Gale Group. All rts. reserv.

01758853 SUPPLIER NUMBER: 02622145 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Computer guide: systems, services, hardware and software.

Entwisle, Nancy

Chilton's Distribution, v82, p29(5)

Feb, 1983

ISSN: 0273-6721 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

WORD COUNT: 4248 LINE COUNT: 00387

... achieve these goals. Built-in redundancies and checks-and-balances eliminate non-human (i.e., **equipment**) errors.

Data Handling lets you: Update receiving and purchase order files accurately and instantaneously; utilize warehouse space...

?

File 8: Ei Compendex(70-1999/Oct W3
 (c) 1999 Engineering Info. Inc.
 File 77: Conference Papers Index 1973-1999/Nov
 (c) 1999 Cambridge Sci Abs
 File 238: Abs. in New Tech & Eng. 1981-1999/Oct
 (c) 1999 Reed-Elsevier (UK) Ltd.
 File 35: Dissertation Abstracts Online 1861-1999/Oct
 (c) 1999 UMI
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 (c) 1999 Institution of Electrical Engineers
 File 94: JICST-EPlus 1985-1999/Jul W4
 (c) 1999 Japan Science and Tech Corp(JST)
 File 233: Microcomputer Abstracts 1981-1999/Nov
 (c) 1999 Information Today Incl.
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 (c) 1999 Inst for Sci Info
 File 434: SciSearch(R) Cited Ref Sci 1974-1989/Dec
 (c) 1998 Inst for Sci Info
 File 99: Wilson Appl. Sci & Tech Abs 1983-1999/Sep
 (c) 1999 The HW Wilson Co.

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S1	7692	(INTERACTIVE? OR QUERY? OR QUESTION? OR INTERACT? OR INQUIRY? OR INTERVIEW? OR INPUT?) (N4) (CUSTOMER? OR CONSUMER? OR SHOPPER? OR CLIENT? OR PATRON?)
S2	118893	(EQUIPMENT? OR CAR? ? OR VEHICLE? OR VAN OR TRUCK? OR AUTOMOBILE?) (N4) (DATA OR INFORMATION? OR PROBLEM?)
S3	35207	(PREPAR? OR DEVELOP? OR PRODUCE? OR FORMULAT? OR PERFORM? - OR SCHEDUL?) (N5) (WORK()ORDER? OR WORK()REQUEST? OR WORK?(N)- AUTHORIZATION? OR SERVICE()REQUEST? OR SERVICE()ORDER? OR MAINTENANCE?)
S4	6554	S2 AND (MAINTENANCE? OR REPAIR?)
S5	128	S1 AND S2
S6	1	S5 AND S3
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S8	9	RD S7 (unique items)
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6/7/1 (Item 1 from file: 6)
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0952136 NTIS Accession Number: PB82-172354/XAB

Medicaid Satisfaction Survey Research (1977-1980)

(Research rept)

Ware, J. ; Curbow, B. ; Ross-Davies, A. ; Robins, B.
California Dept. of Health Services, Sacramento.

Corp. Source Codes: 056274000

Sponsor: Health Care Financing Administration, Washington, DC.

Mar 81 162p

Languages: English

Journal Announcement: GRAI8213

Order this product from NTIS by: phone at 1-800-553-NTIS (U.S. customers); (703)605-6000 (other countries); fax at (703)321-8547; and email at orders@ntis.fedworld.gov. NTIS is located at 5285 Port Royal Road, Springfield, VA, 22161, USA.

NTIS Prices: PC A08/MF A01

Country of Publication: United States

Contract No.: HCFA-96-90299

The report presents analyses of the Beneficiary Satisfaction Survey used to measure consumer satisfaction with care among Medi-Cal (Medicaid) beneficiaries in California's prepaid health plans (PHPs) and health maintenance organizations (HMOs). The instrument, developed during seven years of research includes 21 items based on a five-point agree-disagree scale and 18 items covering specific questions about demographics and health care experiences. Data from the survey was linked with other data collected by the Prepaid Health Research, Evaluation, and Demonstration (PHRED) Project which enable the Project to derive conclusions and make recommendations in seven major areas: (1) comparisons of levels of satisfaction with access, quality of care, and facilities in the Medi-Cal system (prepaid health plans and fee-for-service combined) to national norms; (2) comparisons of satisfaction with fee-for-service and prepaid health plans within Medi-Cal; (3) comparative evaluations among prepaid health plans; (4) analysis of the probable causes of disenrollment from prepaid health plans; (5) analysis of 'other issues' (such as demographic influences on satisfaction, areas of need for improvement in quality of care, etc.); (6) identification of topics for future research (development of broader uses for the data gathered by means of the survey, and possibilities for improvement in the survey instrument to facilitate these uses); and (7) clarification of methodological issues.

8/7/1 (Item 1 from file: 35)
DIALOG(R)File 35:Dissertation Abstracts Online
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01612785 ORDER NO: AAD98-13030

SOCIOLOGICAL PERSPECTIVES ON THE EMERGING MEDICAL INSTITUTION OF HOME HEALTH CARE

Author: SEME-KING, CATHERINE MARY

Degree: PH.D.

Year: 1997

Corporate Source/Institution: CASE WESTERN RESERVE UNIVERSITY (0042)

Adviser: EVA KAHANA

Source: VOLUME 58/10-A OF DISSERTATION ABSTRACTS INTERNATIONAL.

PAGE 4074. 348 PAGES

Home health care has the potential to play a central role in the future provision of health care to the elderly as hospital care becomes restricted to acute and intensive care. Guided by symbolic interactionism, this research explores the home care experience for the aged using both quantitative and qualitative approaches. The study was conducted based on 76 interviews with elderly clients of The Visiting Nurse Association. The study conceptualized home health care as a medical institution and sought to relate aspects of home health care to understand the relationship between physical limitations and depressive symptomatology.

This goal was accomplished by utilizing the stress model to determine

the effect of physical limitations on depressive symptomatology as mediated by formal and informal social support and perceived quality of formal and informal social support. In a qualitative component, the research focused on the meaning of receiving home health care from the perspective of the care-recipient. The Negotiation Model, anchored in symbolic interactionism, provided the conceptual framework that identified areas of concern that may prohibit optimal normalization of the illness career. Areas of concern with receiving home care noted by respondents were categorized and an Illness Career Typology was created. Results of the quantitative analysis determined that physical limitations and perceived quality of informal social support were predictors of depressive symptomatology.

Two major roles for home care recipients were discerned in the qualitative study component: (1) The role of 'patient/care-receiver,' concerned with issues related to the patients' illness, and (2) the 'normal role' reflecting concerns of everyday life. Identification of these roles, in the framework of an illness career typology, facilitated examination of conflicts and strain within each of these roles. To achieve successful normalization of the illness career, the patient must resolve these conflicts in order to maintain identity. The data reflect that patients perceived a considerable lack of predictability and controllability within the context of these two roles. Sociological research of the emergent institution of home health care provides information identifying areas which contribute to normalization and maintenance of self-identity. The new Tripartite model identified the changing division of labor, directionality of care and institutional partnerships characterizing the emerging medical institution of home health care.

8/7/2 (Item 1 from file: 6)

DIALOG(R)File 6:NTIS

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1897849 NTIS Accession Number: AD-A293 135/0

NAESU Management of Engineering and Technical Services

(Final rept. Sep 93-Dec 94)

Boynton, R. E. ; Seiden, N. E. ; Vaughan, L. E.

Naval Postgraduate School, Monterey, CA.

Corp. Source Codes: 019895000; 251450

Report No.: NPS-64-95001

Mar 95 68p

Languages: English

Journal Announcement: GRAI9521

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NTIS Prices: PC A04/MF A01

Country of Publication: United States

This research reports the views of Engineering and Technical Specialists (ETS or techreps) and their customers. The views were gathered from a variety of locations using group interviews and questionnaires. The questionnaires asked techreps to rate the Importance of various activities and the Time Spent on them. The customer questionnaire rated the Importance and Value Added of the activities. Although the focus is on the Naval Aviation Engineering Service Unit (NAESU), it also includes data from the Army, Air Force, and Navy Fleet. Techreps principal activities relate to on-the job training, classroom training, and maintenance advice and assistance. There are distinct differences between the priority and time spent on various activities by techreps from the four service groups. Customers, operations and maintenance personnel at various levels, believe techreps are essential to enable military personnel to operate and maintain the equipment assigned to their units. Both techreps and customers state that the need for techreps results from deficiencies in military training, assignment practices, lack of experienced personnel, inadequate technical data, parts shortages, sophistication of equipment, and other systemic problems. Techreps help compensate for mismatches in the overall logistics system. The report concludes with recommendations designed to improve the overall management of techreps. (MM).

8/7/3 (Item 2 from file: 6)
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0952136 NTIS Accession Number: PB82-172354/XAB

Medicaid Satisfaction Survey Research (1977-1980)

(Research rept)

Ware, J. ; Curbow, B. ; Ross-Davies, A. ; Robins, B.

California Dept. of Health Services, Sacramento.

Corp. Source Codes: 056274000

Sponsor: Health Care Financing Administration, Washington, DC.

Mar 81 162p

Languages: English

Journal Announcement: GRAI8213

Order this product from NTIS by: phone at 1-800-553-NTIS (U.S. customers); (703)605-6000 (other countries); fax at (703)321-8547; and email at orders@ntis.fedworld.gov. NTIS is located at 5285 Port Royal Road, Springfield, VA, 22161, USA.

NTIS Prices: PC A08/MF A01

Country of Publication: United States

Contract No.: HCFA-96-90299

The report presents analyses of the Beneficiary Satisfaction Survey used to measure consumer satisfaction with care among Medi-Cal (Medicaid) beneficiaries in California's prepaid health plans (PHPs) and health **maintenance** organizations (HMOs). The instrument, developed during seven years of research includes 21 items based on a five-point agree-disagree scale and 18 items covering specific questions about demographics and health **care** experiences. **Data** from the survey was linked with other data collected by the Prepaid Health Research, Evaluation, and Demonstration (PHRED) Project which enable the Project to derive conclusions and make recommendations in seven major areas: (1) comparisons of levels of satisfaction with access, quality of care, and facilities in the Medi-Cal system (prepaid health plans and fee-for-service combined) to national norms; (2) comparisons of satisfaction with fee-for-service and prepaid health plans within Medi-Cal; (3) comparative evaluations among prepaid health plans; (4) analysis of the probable causes of disenrollment from prepaid health plans; (5) analysis of 'other issues' (such as demographic influences on satisfaction, areas of need for improvement in quality of care, etc.); (6) identification of topics for future research (development of broader uses for the data gathered by means of the survey, and possibilities for improvement in the survey instrument to facilitate these uses); and (7) clarification of methodological issues.

8/7/4 (Item 3 from file: 6)
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0665127 NTIS Accession Number: HRP-0016154/7/XAB

Study to Expand and Refine the Case Data Set Being Implemented in HMO Demonstration Centers with Information Specific to Nursing

rept, F. ; Ryan, E. M. ; Densen, P. M.

Harvard Center for Community Health and Medical Care, Boston, Mass.

Sponsor: Public Health Service, Bethesda, Md. Div. of Nursing.

1976 125p

Journal Announcement: GRAI7802

Order this product from NTIS by: phone at 1-800-553-NTIS (U.S. customers); (703)605-6000 (other countries); fax at (703)321-8547; and email at orders@ntis.fedworld.gov. NTIS is located at 5285 Port Royal Road, Springfield, VA, 22161, USA.

NTIS Prices: PC A06

Contract No.: PHS-NU-44157

The activities and findings of the first phase of a project undertaken to analyze the use of nurses and other personnel in health **maintenance** organizations (HMO's) are reported. Physicians and nurses at the Harvard Community Health Plan were observed for 1 year as they **interacted** with

clients and with each other. The observations, which document how nurses function as health care providers and how they interact with physicians in the caretaking process, led to the recommendation that the definitions of a provider and an encounter set forth in the DHEW guidelines for producing uniform **data** for health **care** plans be revised to reflect the services of nurses and other providers as well as those of physicians. A classification scheme for tabulating encounters by type of service delivered was used to classify 2,423 provider - client encounters over a 2-week period. The encounters were classified as intervention, management, prevention / health **maintenance**, or combinations of these. At the Harvard Community Health Plan, 46 percent of nurse encounters and 25 percent of physician encounters fell into the category of intervention. Such data suggest that each type of provider delivers a different mix of services. Comparison with similar data from another HMO shows how the mix of services provided by physicians and nurses is influenced by the organizational structure and policies of the program. The findings of the analysis are said to indicate the usefulness of a uniform classification of encounters in studying HMO operations. Supporting data and details of methodology and findings are included.

8/7/5 (Item 4 from file: 6)

DIALOG(R)File 6:NTIS

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0541880 NTIS Accession Number: HRP-0002643/5/XAB

Planning Health: The HMO's Opportunity

Smits, H. L.

Pennsylvania Univ., Philadelphia. School of Medicine.

1974 7p

Document Type: Journal article

Journal Announcement: GRAI7609

Pub. in Inquiry v12 n1 p3-9 Mar 75.

NTIS Prices: Not available NTIS

The potential contributions HMOs can make to the long-term health of their subscribers is investigated with particular emphasis on benefits of the HMO other than prepayment. Because the HMO is responsible for all of the care given to a defined population, the emphasis is on predictive, preventive care. The responsibility for the care of an entire population can lead to the involvement of health professionals in areas beyond the realm of conventional health **care**, including **information** dissemination. Planning for realistic estimates of patients' needs is possible because the target group and its income are already defined. Some of the barriers to participatory planning by medical personnel are the difficulties of communication with laymen, the lack of drama associated with preventive care, and poor financial rewards for preventive care. Consumer barriers to effective collaboration are the lack of desire to assume responsibility for one's own health and illness, and few real ways for **consumers** to **question** care. Mechanisms are needed for consumer participation which is not based on grievances. Consumers need to be involved in setting HMO's goals, in defining changes to be made in existing health care patterns, in evaluating those changes, and in designing methods of consumer participation.

8/7/6 (Item 5 from file: 6)

DIALOG(R)File 6:NTIS

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0518514 NTIS Accession Number: PB-244 733/2/XAB

Estimates of the Socioeconomic Impact of Implementing Title II of the Motor Vehicle Information and Cost Savings Act. Supplement to Appendix A

(Final rept)

Morton, A. S.

Little (Arthur D.), Inc., Cambridge, Mass.

Corp. Source Codes: 208850

Sponsor: National Highway Traffic Safety Administration, Washington, D.C.

Report No.: ADL-C-771 DOT-HS-801 642

Jul 75 57p

Journal Announcement: GRAI7523

See also PB-244 732.

Order this product from NTIS by: phone at 1-800-553-NTIS (U.S. customers); (703)605-6000 (other countries); fax at (703)321-8547; and email at orders@ntis.fedworld.gov. NTIS is located at 5285 Port Royal Road, Springfield, VA, 22161, USA.

NTIS Prices: PC A04/MF A01

Contract No.: DOT-HS-4-00888

Volume Two of a two-part report on estimating the effects of legislation regarding consumer **information** on motor **vehicles** describes Delphi questionnaire booklets sent to dealers and marketers containing changes to a previous booklet sent to them.

8/7/7 (Item 6 from file: 6)

DIALOG(R)File 6:NTIS

Comp&distr 1998 NTIS, Intl Copyright All Righ. All rts. reserv.

0518513 NTIS Accession Number: PB-244 732/4/XAB

Estimates of the Socioeconomic Impact of Implementation Title II of the Motor Vehicle Information and Cost Savings Act

(Final rept)

Morton, A. S.

Little (Arthur D.), Inc., Cambridge, Mass.

Corp. Source Codes: 208850

Sponsor: National Highway Traffic Safety Administration, Washington, D.C.

Report No.: ADL-C-77121; DOT-HS-801 641

Jun 75 266p

Journal Announcement: GRAI7523

See also PB-244 733.

Order this product from NTIS by: phone at 1-800-553-NTIS (U.S. customers); (703)605-6000 (other countries); fax at (703)321-8547; and email at orders@ntis.fedworld.gov. NTIS is located at 5285 Port Royal Road, Springfield, VA, 22161, USA.

NTIS Prices: PC A12/MF A01

Contract No.: DOT-HS-4-00888

Estimates are made of the first year effects of legislation regarding the gathering, analyzing, and disseminating to the public of information on the crashworthiness, damage susceptibility, ease of **maintenance**, and **repair**, and insurance costs of given makes and models of passenger cars. Volume one contains major findings. Two panels of experts, marketers and dealers estimated the effects on market shares of given make/models. Successive interrogations were made of each expert panel in an effort to obtain consensus estimates of the effects on gasoline and raw materials usage, dealer profit margins, costs of **repair**, and serious injuries and fatalities. Insurance effects and sociopolitical effect estimates were obtained.

8/7/8 (Item 7 from file: 6)

DIALOG(R)File 6:NTIS

Comp&distr 1998 NTIS, Intl Copyright All Righ. All rts. reserv.

0510046 NTIS Accession Number: PB-243 293/8/XAB

HMO Evaluation. Part B: Consumer Response, Survey I

Patera, M. ; Newberg, A.

District of Columbia Dept. of Human Resources, Washington. Health Maintenance Organization Evaluation Section.

Sponsor: Social and Rehabilitation Service, Washington, D.C.

Report No.: SRS-97-00034-002

Apr 74 127p

Journal Announcement: GRAI7519

See also PB-243 292.

Order this product from NTIS by: phone at 1-800-553-NTIS (U.S. customers); (703)605-6000 (other countries); fax at (703)321-8547; and email at orders@ntis.fedworld.gov. NTIS is located at 5285 Port Royal Road,

Springfield, VA, 22161.

NTIS Prices: PC A07/MF A01

Contract No.: SRS-97-00034

The study compared the reactions of Medicaid recipients to two forms of health care delivery: (1) pre-paid comprehensive care by a Health Maintenance Organization (HMO) and (2) the standard fee-for-service Medicaid program. Interviews were conducted with 814 former Medicaid recipients who had joined an HMO, and a matched control group of 810 Medicaid recipients. Data on accessibility of health care, patient satisfaction, patient health status, preventive health services, pregnancy and prenatal care, dental services, and out-of-plan services were gathered. The HMO program was well-received overall, though some dissatisfaction and out-of-plan care were reported.

8/7/9 (Item 8 from file: 6)

DIALOG(R) File 6:NTIS

Comp&distr 1998 NTIS, Intl Copyright All Righ. All rts. reserv.

0184950 NTIS Accession Number: PB-183 192/XAB

Mass Transportation Demonstration Projects

Illinois Univ., Champaign. Bureau of Economic and Business Research.

1968 166p

Journal Announcement: USGRDR6911

Sponsored in part by Department of Housing and Urban Development, Washington, D. C.

Order this product from NTIS by: phone at 1-800-553-NTIS (U.S. customers); (703)605-6000 (other countries); fax at (703)321-8547; and email at orders@ntis.fedworld.gov. NTIS is located at 5285 Port Royal Road, Springfield, VA, 22161, USA.

NTIS Prices: PC A08/MF A01

Contract No.: ILL-MTD-3/4

Contents: Surveys of the regular systems; Home interview consumer surveys; Premium special services; Comparisons of characteristics of premium and regular system passengers; Zone fares using automatic equipment; Project off-peak routes; Equipment used (renovated buses); Potential peak-hours markets in Peoria and Decatur.

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File 256:SoftBase:Revi...Companies&Prods. 85-1999/Oct

(c)1999 Info.S...ces Inc

File 278:Microcomputer Software Guide 1999/Oct

(c) 1999 Reed Elsevier Inc.

Set	Items	Description
S1	553	(INTERACTIVE? OR QUERY? OR QUESTION? OR INTERACT? OR INQUIRY? OR INTERVIEW? OR INPUT?) (N4) (CUSTOMER? OR CONSUMER? OR SHOPPER? OR CLIENT? OR PATRON?)
S2	1016	(EQUIPMENT? OR CAR? ? OR VEHICLE? OR VAN OR TRUCK? OR AUTOMOBILE?) (N4) (DATA OR INFORMATION? OR PROBLEM?)
S3	3118	WORK()ORDER? OR WORK(N3)COMPLET? OR SERVICE?(N5)REQUEST? OR SERVICE?(N3)ORDER? OR WORK(N2)AUTHORIZATION? OR MAINTENANCE?
S4	1069	MECHANIC? OR SERVICE?(N)ADVISOR? OR MAINTENANCE()PERSON?
S5	3	S1 AND S4
S6	40	S3 AND S4
S7	2	S6 AND (S1 OR S2)
S8	2	RD S5 (unique items)
S9	1	RD S7 (unique items)

8/5/1 (Item 1 from file: 256)

DIALOG(R) File 256:SoftBase:Reviews,Companies&Prods.
(c)1999 Info.Sources Inc. All rts. reserv.

00116011 DOCUMENT TYPE: Review

PRODUCT NAMES: Company - Vignette Corp (865214)

TITLE: Content counts: Vignette CEO Greg Peters looks into the future...

AUTHOR: Tweney, Dylan

SOURCE: InfoWorld, v21 n15 p66(1) Apr 12, 1999

ISSN: 0199-6649

HOME PAGE: <http://www.infoworld.com>

RECORD TYPE: Review

REVIEW TYPE: Company

Vignette's CEO Greg Peters comments on the future of Internet commerce. He says Vignette's Web-based platform has many software services, including content management, personalization, and back-end data integration, that have helped the company move to Internet commerce from content publishing. Customers implement the services and can display them using various Internet Relationship Management Applications that include portals, e-commerce applications, self-service applications, knowledge management applications, and so on. Companies can **interact** directly with **customers** online, and can enhance their ability to expand the customer base and to increase customer loyalty, satisfaction, and retention. These tasks can be accomplished using tools that manage **customer interaction** and that provide convenience and **advisory services**. The online customer service market continues to evolve, and one of the most important issues for companies is to be able to get systems up and running as quickly as possible. Vignette also plans to create off-the-shelf packages of Internet relationship management applications and to support the activities of companies of all sizes in their online Internet commerce efforts.

COMPANY NAME: Vignette Corp (622141)

DESCRIPTORS: Internet Marketing; E-Commerce; Software Marketing; Public Networks; Internet Customer Service

REVISION DATE: 990630

8/5/2 (Item 2 from file: 256)

DIALOG(R) File 256:SoftBase:Reviews,Companies&Prods.
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00102087 DOCUMENT TYPE: Review

PRODUCT NAMES: Catia (617512); Pro/ENGINEER (195782); Pro/ MECHANICA (595331); AutoCAD 13 (004665); Mechanical Desktop (589926)

TITLE: Accent on Automotive Design

AUTHOR: Beckert, Beverly A.

SOURCE: Computer-Aided Engineering, v16 n5 p56(4) May 1997

ISSN: 0733-3536

HOME PAGE: <http://www.penton.com/cae/>

RECORD TYPE: Review

REVIEW TYPE: Product Analysis

GRADE: Product Analysis, No Rating

Dassault Systems' Catia, Parametric Technology's Pro/Engineer and Pro/**Mechanica**, and Autodesk's AutoCAD 13 and Autodesk **Mechanical** Desktop are CAD/CAM products highlighted in a discussion of tools used by automotive parts suppliers to shorten design cycles. For instance, Allied Signal, which develops seat belt and air-bag systems, uses Catia and cut development cycles for some products from days to hours, because Catia provides powerful solid modeling tools. The company uses five seat-belt retractor models, and solid modeling permits the firm to move customized

parts for particular vehicle lines from the design phase to the production phase in less than a day. Without solid modeling, the cycle could expand to three weeks. With solid modeling, each design iteration can be reviewed without creating production drawings, and prototypes can be created from solid models. The only drawing of the part that is made is the final, sanctioned version. Designers using IBM RS/6000 workstations like solid modeling because it provides improved part visualization and effective **interaction** with engineers and **customers**. Q.E.D., a design and consulting business that specializes in automotive style, product development, and manufacturing processes, describes how virtual prototyping with Unigraphics is used to find design flaws early in the design process.

COMPANY NAME: Dassault Systemes (552461); Parametric Technology Corp
(434591); Autodesk Inc (134732)
SPECIAL FEATURE: Output Samples
DESCRIPTORS: CAD; CAD CAM; Graphics for Science & Engineering; CAE;
Mechanical Engineering; AutoCAD; Models; IBM RS/6000; CATIA
REVISION DATE: 991021

9/5/1 (Item 1 from file: 278)
DIALOG(R) File 278:Microcomputer Software Guide
(c) 1999 Reed Elsevier Inc. All rts. reserv.

0023499
3079429XX STATUS: ACTIVE ENTRY

TITLE: VMRS Plus

RELEASE DATE: 06/1986
COMPATIBLE HARDWARE: IBM PC XT, PC AT, PS/2
OPERATING SYSTEM(S) REQUIRED: PC-DOS 3.3
SOURCE CODE INCL. DEMO DISK AVAIL.
MEMORY REQUIRED: 320k
PRICE INFORMATION:
1000.00

ANNOTATION: Designed to Control Fleet Costs. This Is Accomplished by
Providing On-Line Information on Efficiency of Vehicle Performance. Major
Reporting Categories Include: Vehicle/Equipment, Parts Inventory,
Preventive Maintenance Scheduling, Mechanic Statistics, Repair Order,
System Performance Statistics, Fuel & Mileage Reporting

DESCRIPTORS: TRANSPORTATION AND TRAVEL - TRUCKING
DESCRIPTOR CODES: 10000987
PUBLISHER: Comsen Services, Inc.; Comsen Servs Inc (0-923302)

ADDRESS: P.O. Box 457
Camp Hill, PA 17001-0457
TEL.: 717-691-8123
SAN: 265-573X

?

File 351:DERWENT WPI 1963- /UD=, UM=, & UP=199945
(c) 1999 Derwent Ltd
File 344:Chinese Patents ABS Apr 1985-1999/Nov
(c) 1999 European Patent Office
File 347:JAPIO Oct 1976-1999/Jul.(UPDATED 991027)
(c) 1999 JPO & JAPIO

Set	Items	Description
S1	32	(INTERACTIV?) AND ((EQUIPMENT? OR CAR OR VEHICL? OR AUTOMO- BILE? OR TRUCK?) (N5) (DIAGNOS? OR FIX? OR REPAIR?))
S2	5	S1 (N25) (WORK()ORDER? OR SERVICE?()REQUEST? OR MAINTENANC- E? OR SERVICE?(N)ORDER? OR WORK?(N)AUTHORIZATION?)
?		

2/7/1 (Item 1 from file 351)
DIALOG(R)File 351:DERWENT WPI
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010142440 **Image available**

WPI Acc No: 95-043691/199506

Computerised monitoring and maintenance method for vehicle repair using pocket computer - generating various prompts to operator requesting input of damage details, area of bodywork, repair time and unit costings to derive billing estimate

Patent Assignee: NISSAN MOTOR CO LTD (NSMO)

Inventor: SAKAI N

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Main IPC	Week
US 5377098	A	19941227	US 89315635	A	19890227	G06F-015/02	199506 B

Priority Applications (No Type Date): JP 88236231 A 19880922; JP 8842135 A 19880226; JP 8842136 A 19880226

Patent Details:

Patent	Kind	Lan	Pg	Filing	Notes	Application	Patent
US 5377098	A		18				

Abstract (Basic): US 5377098 A

The interactive method for instructing an estimator for generating repair data for a body having damaged portions, involves generating and supplying first display signals which request prompt input of various data. The data signals are applied to a processing circuit relating to an extent of damage to the damaged portions in response to a first message displayed on the display means, the first data signals including separately inputted data signals respectively pertaining to large, intermediate and small deformations. Additional data signals is input to the processing circuit indicating the degree of repair difficulty, and of an area of each of the large, intermediate and small deformations w.r.t. respective display prompts.

The data signals are processed to derive a time signal indicative of a length of time required to repair each damaged part, and a data signal indicative of a current labour rate to the processing circuit is then input in response to a prompt. The cost rate

data signal is processed with the time signal to generate a bill for the repairs. A display control signal is generated and supplied from the processing unit to the display to output the billing data.

ADVANTAGE - Estimates amount of time required to perform panel beating and/or repainting w.r.t. degree of damage, and repair difficulty.

Dwg.6/8

Derwent Class: T01; T06; X25

International Patent Class (Main): G06F-015/02

2/7/2 (Item 2 from file: 351)
DIALOG(R)File 351:DERWENT WPI
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009870876 **Image available**

WPI Acc No: 94-150780/199418

Nuclear power plant maintenance and predictive diagnostics - uses super information highway to provide information system which integrates operations, maintenance, and engineering

Patent Assignee: WESTINGHOUSE ELECTRIC CORP (WESE)

Inventor: BATT T J; BAUMAN D A; BOND C B; CRANFORD E L; KOZLOSKY T A;

PALUSAMY S S

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Main IPC	Week
US 5311562	A	19940510	US 92983935	A	19921201	G21C-007/36	199418 B

Priority Applications (No. Date): US 92983935 A 199212

Patent Details:

Patent Kind Lan Pg Filing Notes Application Patent
US 5311562 A 18

Abstract (Basic): US 5311562 A

Integrated information system for a plant which has equipment units operating interactively in functional equipment subsets according to variable operational parameters. The system has sensors (32,50) operatively coupled to equipment units for sensing operational parameter values for assessing a condition of the equipment subsets. Sampling means e.g. (42, 44, 46, 48, 54, 56, 62) are coupled to the sensors (32, 50) for collecting and generating at least one of sample values of the operational parameters, and information including the results of numerical operations on the sample values. There is a memory means e.g. (62) for storing data. Operational control system (72, 68, 86) is coupled to at least one of the sampling and memory means e.g. (62). The operator adjusts the operational parameters during plant operation. Operational control system (86) reports on the plant operation to the operator to enable the operator to have choices for controlling the equipment subsets to vary the operational parameters. Maintenance monitoring system (102) is coupled to the sampling and memory means. Systems (102) is operable for accumulating e.g. a usage factor for the equipment units. It reports the maintenance requirements of the equipment units to the maintenance operators to give them choices regarding maintenance operations. Information highway (78) is coupled to the operational control system (72,68,86) and the maintenance monitoring system (102) for bidirectional communications and the sharing of data. The memory means includes a data memory e.g. (62) accessible over the information highway to the operational (72, 68, 86) and the maintenance monitoring system (102). The data memory includes diagnostic specifications for the operational parameters and technical specifications for the equipment subsets. Diagnostic means (66) assesses the plant operation as a function of the operational parameters, usage factor and diagnostic and technical specifications. Maintenance monitoring system (102) reports on the maintenance requirements of the equipment units as a function of: operational parameters, usage factor, diagnostic and technical specifications. Data defining the operational parameters, usage factors, technical and diagnostic specifications are shared commonly between the operation control system and maintenance monitoring system over the data communications highway (78).

USE/ADVANTAGE - Integrated plant monitoring and predictive maintenance system for shared use by the operations, maintenance and engineering department

(Dwg.2/8

Derwent Class: K05; T01; T06; X14

International Patent Class (Main): G21C-007/36

2/7/3 (Item 3 from file: 351)

DIALOG(R)File 351:DERWENT WPI

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009373179 **Image available**

WPI Acc No: 93-066658/199308

Distributed built-in test equipment system for digital avionics - comprises number of Line Replaceable Units and digital communication devices through which LRU's can transmit and receive data in predefined format

Patent Assignee: BOEING CO (BOEI)

Inventor: ELLIS G F

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Main IPC	Week
US 5184312	A	19930202	US 85793586	A	19851013	G06F-011/00	199308 B
			US 91692781	A	19910426	B	

Priority Applications (No Date): US 85793586 A 198510 US 91692781 A 19910426

Patent Details:

Patent	Kind	Lan	Pg	Filing	Notes	Application	Patent
US 5184312	A		18	Cont	of	US 85793586	

Abstract (Basic): US 5184312 A

The system comprises a number of line replaceable units (LRUs) each designed to transmit an output signal containing information from which faulty operation of the each LRU may be detected. A distributed computer system designed for installation in an aircraft as an integral part thereof, is coupled to the number of LRUs for receiving the output signals provided by the LRUs. The computer system comprises a built in test equipment (BITE) program (a) for performing diagnostic operations using said information in the output signals so as to isolate faulty ones of the number of LRUs and (b) for performing test operations after faulty LRUs have been replaced to verify replacement LRUs function properly. The BITE program comprises an interactive, natural language interface for facilitating operation of the BITE program by a user.

A control/display designed for installation in the cockpit of the aircraft is coupled to the distributed computer system, for permitting a user of the avionics to communicate therewith, and for permitting a **maintenance** technician to operate the BITE program using the **interactive**, natural language interface.

ADVANTAGE - Decreased rigidity and improved effectiveness.

Dwg.1/8

Derwent Class: T01; W06

International Patent Class (Main): G06F-011/00

2/7/4 (Item 4 from file: 351)

DIALOG(R) File 351:DERWENT WPI

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008688785

WPI Acc No: 91-192805/199126

Automatic guided vehicle system for warehouse - transports material between at least two pick-up and delivery stands, with interactive display on each chassis

Patent Assignee: WHS ROBOTICS (WHSR-N)

Inventor: LUKE W

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat	No	Kind	Date	Main IPC	Week
US 5023790	A	19910611	US 89313654	A	19890217			199126 B

Priority Applications (No Type Date): US 89313654 A 19890217

Abstract (Basic): US 5023790 A

The AGV has a chassis for carrying objects. A computer processor is supported by the chassis for controlling and monitoring AGV operation. An interactive display is connected to the processor and mounted on the chassis for displaying status, current assignment and diagnostic information relating to AGV operation.

A floor plan of the facility is stored in the onboard computer. A storage area is disposed along the guide path for housing a number of vehicles with a further area for **maintenance** and **repair** of the **vehicles**. A charging area is disposed along the guide path for charging each vehicle. A local area controller comprises a concentrator master disposed at a pick-up and delivery node which is connected between the stands and a local area computer.

ADVANTAGE - Does not require human intervention, but also has versatility to provide for manual control. (58pp Dwg.No.1/18

Derwent Class: T01; T06; X25

International Patent Class (Additional): G06F-015/50

2/7/5 (Item 1 from file: 347)

DIALOG(R)File 347:JAPIO
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02694999 **Image available**
REMOTE DIAGNOSTIC DEVICE

PUB. NO.: 63-311899 [JP 63311899 A]
PUBLISHED: December 20, 1988 (19881220)
INVENTOR(s): NAGAOKA YUKIO
 SUZUKI SATORU
APPLICANT(s): HITACHI LTD [000510] (A Japanese Company or Corporation), JP
 (Japan)
APPL. NO.: 62-148402 [JP 87148402]
FILED: June 15, 1987 (19870615)

ABSTRACT

PURPOSE: To attain efficient diagnosis with high accuracy by collecting the information required for diagnosis over a wide range such as detailed **diagnostic** information by a **diagnosis** auxiliary **equipment** and manual check result by a site **maintenance** personnel in addition to the self-**diagnostic** information from a **diagnosis** object **equipment** into a **maintenance** **diagnostic** computer.

CONSTITUTION: A central maintenance diagnostic computer 1 integrating a diagnostic program with respect to controllers 31-3n and connecting to a communication network 5, a test means testing the controllers 31-3n, an **interactive** means with a site **maintenance** personnel and a **diagnostic** auxiliary **equipment** 2 connected removably to the controllers 31-3n and connecting to the communication network 5 are provided. Then the diagnosis by the **maintenance** diagnostic computer 1 is attained by the diagnostic information obtained from the test means and the **interactive** means of the **diagnosis** auxiliary **equipment** 2 in response to the **diagnostic** command. Thus, the diagnostic information obtained by the intervention of the site **maintenance** personnel is collected from the site controllers 31-3n and the fault diagnosis with high accuracy is applied by the remote maintenance diagnostic computer 1.
?